



Amendment No. 11
to
Agreement No. 4700 NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0** The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0** The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 90,299	\$ 10,909,998
Amendment No. 6: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 3,702,268	\$ 14,612,266
Amendment No. 7: Modify Program Exhibits	\$ 0	\$ 14,612,266
Amendment No. 8: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020)	\$ 3,702,268	\$ 18,314,534
Amendment No. 9: Add One-Time funds to Agreement and modify Exhibits	\$ 102,056	\$ 18,416,590
Amendment No. 10: Exercise Extension Option #3 (Oct. 1, 2020 – Sept. 30, 2021)	\$ 3,702,268	\$ 22,118,858
Amendment No. 11: Modify Program Exhibits	\$ 0	\$ 22,118,858

3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 -- Program Work Statement is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 4/20/2021]

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 4/20/2021]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 4/20/2021]

4.0 MBE/WBE goals were not established for this Agreement.

5.0 Based on the criteria in the City's Living Wage Resolution No. 20160324-020, the Living Wage requirement does not apply to this Agreement.

6.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

7.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature:



CARITAS OF AUSTIN
Jo Kathryn Quinn, President & CEO
P.O. Box 1947
Austin, TX 78767-1947

Date:

4.21.21

CITY OF AUSTIN

Signature:



City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 4/27/2021

Program Work Statement

Program Goals and Objectives

The Best Single Source Plus Collaborative, consisting of 12 agencies, provides individuals/families in Austin/Travis County with comprehensive housing stability resources (case management and basic needs services). BSS+C ensures that clients have access to basic necessities - starting with housing - and extending to food, clothing, physical/mental health care, and other supportive services.

Program Clients Served

The target population for BSS+C is individuals/families living in Austin/Travis County, at or below 200% federal poverty level (FPL), and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where their housing can be stabilized with limited financial assistance and with up to 12 months of case management, with option to extend up to 24 months. Program suitability is determined based on the specific type of enrollment, homelessness prevention (HP) or rapid re-housing (RRH).

- For households experiencing literal homelessness (RRH), program suitability is determined by use of the BSS+ RRH Initial Screening Form. Since households experiencing literal homelessness are exempt from the income threshold of 200% FPL and residency, this screener focuses on assessing for literal homelessness and reviews basic eligibility to ensure the household is not currently enrolled in BSS+ and has not been enrolled in the previous 12 months. The RRH screener also includes sections for the household's income, employment, and housing goals and ensures these goals align with the BSS+ service package. An option to offer one-time financial assistance remains available, but will require approval and signature from a supervisor.

- For households experiencing a housing crisis (HP), program suitability is determined by a scoring system from the assessment recommendations. The tool reviews basic eligibility such as residency, income, the crisis that puts their housing at risk and past or current BSS Plus enrollment status. The Actual Assistance Offered is also captured on the tool which includes an option for the Case Manager to select One Time Financial Assistance. If the assistance offered differs from the scoring recommendation, the Case Manager must state why and have their supervisor sign off. The specific process for completing the HP assessment will be outlined in the BSS Plus program manual.

-Certain households receiving assistance through the ESG-CV BSS Plus program will be eligible for Supportive Services Only financial assistance through the BSS+C program for expenses such as telephone/internet utility costs as well as furniture assistance and other necessary costs associated with moving clients into housing that are not covered by the ESG-CV BSS Plus program.

Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Screenings. BSS+C partner agencies eligibility criteria are listed below.

1. AIDS Services of Austin (ASA) provides assistance to individuals/ households experiencing a housing crisis or homelessness. To be eligible for housing services:

- Individual/household needs documentation of HIV+ /AIDS or
- HCV diagnosis
- Proof of enrollment in a PrEP or PEP Program
- Internal and External referrals are accepted and clients do not need to be co-enrolled in other ASA Programs.

Program Work Statement

2. Any Baby Can (ABC) serves children with medical needs and/or developmental delays, as well as parents who may be at risk for child abuse/neglect. Some of these families are at risk of losing their jobs or housing due to their child's healthcare needs or are living in poverty. If a family enrolled in an ABC program is experiencing housing instability, they are screened for eligibility for the BSS+C. ABC's BSS+C program eligibility includes:

- Current client of an Any Baby Can home visitation program.
- Travis County residents.
- Family is at or below 200% of the Federal Poverty Level.
- The family is undergoing a financial crisis that puts their housing at risk or are currently homeless.
- Family has not accessed BSS+ at any other agency in the BSS+C in the past 12 months.

3. Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Eligibility for program participants includes:

- At program enrollment, all head of household Rapid Re-Housing (RRH) program participants must be currently experiencing literal homelessness and/or fleeing or attempting to flee domestic violence, category I and IV of HUD's homeless definition.

- All head of household RRH program participants must have completed a coordinated assessment and be referred directly from the Coordinated Entry system. At time of enrollment, potential program participants' income and housing plan must align with what housing options are offered by the program.

- Homeless Prevention (HP) program participants are limited to internal referrals from Caritas housing programs. HP program participants are only enrolled when other housing programs are not able to provide the necessary services to avoid participants re-entering homelessness.

4. Catholic Charities of Central Texas (CCCTX) serves clients of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin.

- Clients are individuals and families of all ages, faiths, and ethnic backgrounds facing the risk of homelessness due to a recent financial crisis.

- The prospective clients call the main agency phone number and select the option for financial assistance from either an English or Spanish menu. Phone messages are returned within three business days.

- Prospective clients are screened for eligibility using both the homeless prevention scoring method and the BSS+C screening tool.

5. Family Eldercare (FEC) provides services to seniors and adults with disabilities. Core services include Money Management, Service Coordination, and Rapid Rehousing for Older Adults. To be eligible for BSS+ C individuals must meet the target population and receive Social Security or VA benefits and meet BSS+C eligibility requirements. Internal and external referrals are accepted. Clients need to be co-enrolled in one of the FEC programs.

6. Foundation for the Homeless (FFH) provides a complete array of housing services for family's currently experiencing homelessness. Eligibility for program participants includes:

- External participants are referrals from Coordinated Assessment [CA] and include the Head of Household with at least one child under the age of 18 who are experiencing or are at risk of homelessness.

- Some referrals come from FFH's internal programs, case managers and/or other agency staff members and, then, are screened for BSS+ eligibility.

Program Work Statement

- Clients must be Travis County residents.
- Households must be at or below 200% FPL [Federal Poverty Level]
- Exceptions are made to assist referrals from other program agencies on a case-by-case basis.

7. Front Steps (FS) Eligibility criteria for BSS+C includes:

- Households' currently experiencing homelessness, most of whom are single, adult men.
- Clients referred through Coordinated Assessment who have scored within the RRH range and are receiving Case Management services through various Front Steps programs. Exceptions may be made for internal clients in Case Management services who may need short-term RRH services to resolve barriers before accessing PSH-level services.

8. Goodwill Central Texas (GW) is a collaborative partner of the BSS+C. Program participants include:

- Households of all sizes at risk of homelessness and those experiencing homelessness, including individuals/families facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other population served includes youth and low income households.
- Referrals to BSS+C are made internally through Career Case Managers and other Goodwill Staff.
- To be eligible for services through BSS+C participants must be currently enrolled and active in a Goodwill Workforce Advancement program.

9. LifeWorks (LW) offers clients a full continuum of housing services, all of which specifically serve youth and young adults who are at risk of currently experiencing homelessness. In addition to housing services, LW also offers counseling, education and workforce development. To be eligible for BSS+ youth and young adults must be under the age of 26. Clients must be enrolled in another LifeWorks program and/or referred through a Youth Homelessness Demonstration Project specific program to be eligible for services."

10. Meals on Wheels Central Texas (MOWCTX) offers services to households that meet the below eligibility requirements:

- Households experiencing a housing crisis; prioritizes seniors and people with disabilities.
- Participants are referred via our internal programs then screened for BSS+ eligibility.
- Exceptions are made to assist referrals from other program agencies on a case by case basis.

11. SAFE Alliance provides services to survivors of sexual assault and exploitation, domestic violence, and child abuse. Our direct service area is Central Texas (City of Austin and/or Travis County) and eligibility for BSS+ services includes:

- Financial crisis is due to sexual assault or exploitation, domestic violence, and/or child abuse
- Participants are screened through the SAFEline for all SAFE services, then directed to Community Resource Advocacy for case management
- External and internal referrals complete an intake with Community Resource Advocacy staff
- BSS+ program eligibility requirements for residency and income may be waived for the SAFE Alliance, as majority of clients fall under domestic violence exemption.

12. The Salvation Army (TSA) clients include homeless individuals and families (majority are single mothers with children), low-income households, persons with disabilities, victims of domestic violence, and veterans. Referrals to BSS+C are made internally through a case manager of Passages I, or Passages II Rapid Rehousing.

Additional eligibility guidelines include:

Program Work Statement

- In addition to BSS+C eligibility requirements, clients must meet the eligibility criteria specified by the partner agency through which they are applying.
- At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria.
- Households can only be enrolled in BSS+C at one partner agency at a time.
- Previous BSS+C one-time financial assistance and case managed clients will not be eligible for BSS+C services for a period of 12 months after their exit date from BSS+C, verified using HMIS data.
- BSS+C partners use standardized eligibility and enrollment forms that ensure quality client service and consistent data collection as well as a standard client file checklist.

Program Services and Delivery

The BSS+C program utilizes multiple overarching strategies:

A. No Wrong Door - Together, the 12 partner agencies present 12 points of entry for access to housing stability, rapid re-housing and basic needs services. Households fully benefit from the diversity of partners' missions.

B. Homeless Prevention and Rapid Rehousing Services with Direct Financial Assistance – Case management is the foundation for all BSS+C strategies. The program provides comprehensive case management and basic needs services (rent, mortgage, utility assistance and housing supports) for households experiencing homelessness (Rapid Rehousing) and housed clients who are experiencing a housing crisis (Homelessness Prevention). BSS+ agencies have the option to deliver BSS+ services for rapid rehousing households, homelessness prevention households or both.

For clients entering the program at risk of losing their housing, a homeless prevention strategy is used to prevent the individual or family from falling into homelessness. Case management, debt reduction, advocacy with the housing provider, mediation, flexible financial assistance and connection to needed resources (ex: mental health services, child care assistance, medical services, etc.) are all common strategies used.

For clients being enrolled as rapid re-housing, the goal is to transition them out of homelessness and into a permanent housing destination as quickly as possible so they do not fall deeper into homeless services such as shelters, etc. Community Housing Specialists (CHS) are utilized to identify affordable and safe units within the residency area to rehouse these clients. In addition to CHS services, case managers will assist rapid rehousing clients with removing housing barriers, increasing income and establishing connections to public benefits, and the provision of flexible financial assistance through progressive engagement techniques which improves outcomes and reduces the probability of households returning to homelessness once the program has concluded.

C. Comprehensive Case Management – Provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other community resources.

D. Landlord Outreach – Landlord Outreach Specialists (LOS) Community Housing Specialists (CHS) provide outreach and build relationships with prospective landlords with the goal of developing a pool of safe, affordable housing in which clients can be placed. LOS also work with clients to complete housing applications and serve as client advocates.

Services provided through BSS+C fall into the following categories:

Supportive Services Only (SSO)

Program Work Statement

A client is eligible for SSO provided they are currently enrolled in the Caritas ESG-CV program and are in need of additional financial support that is outside of the eligible costs provided by ESG programs, such as telephone/internet utility costs, expenses related to necessary furniture items required for client move-in, and other reasonable expenses necessary for clients to obtain and maintain housing. These clients will not be listed as unduplicated BSS+C clients to avoid duplication of client numbers but will be tracked through a supplemental outcome to show the number supported. Additionally, enrollment in the ESG-CV program will serve as eligibility for this assistance, with no additional documentation required. Payment of SSO expenses will not limit the length of a client's future BSS+ enrollment eligibility nor the amount of available BSS+ financial assistance should the client require traditional BSS+ enrollment after exit from the ESG-CV program.

One-Time Financial Assistance

A client will be eligible for One-Time Financial Assistance if they can become housing stable with the limited financial assistance and no case management is required. The BSS+ Screening Tools and the Housing Stability Assessment Tool are used to determine if a household is suitable for One-Time Financial Assistance. To allow flexibility, a household may be enrolled in one-time assistance and come back for case management services within 30 days. After 30 days, the client (and their household members) must wait 1 year from exit to reapply for BSS+C. Case Manager must give full disclosure of these rules to the client at time of program eligibility and screening. Remaining One Time Financial Assistance direct financial assistance total is subtracted from the case management cap. The household is allowed access to the remainder of the case management direct financial assistance cap. Direct client One Time Financial Assistance (OTFA) caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. These payments will be provided on behalf of a client with the anticipation that no additional assistance will be needed in the next 12 months. Case management dollars are not associated with this assistance, though one-time case management resource and referral will be provided.

Eligible one-time financial assistance includes:

- One-time Rent /Move-In Deposits Payment
- One-time Mortgage Payment
- One-time Utility/Move-In Deposits Payment
- Housing Supports

Case Managed Financial Assistance

A client will be eligible for Case Management services and direct client financial assistance up to a capped amount during their eligibility in the program when One-Time Financial Assistance will not yield housing stability and case management is required. Case Managed Financial Assistance caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. Exceptions may be made to exceed caps, based on household need with the approval of agency management staff and BSS+C administration staff.

Case Management: Clients are required to meet regularly with their Case Manager; design and implement steps indicating progress toward self-sufficiency; and work on designated goals including financial management, life skills, debt reduction, credit repair, employment, and income benefits. Amount and intensity of case management service will be determined on a case-by-case basis, not to exceed 24 months.

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Eligible Case Managed financial assistance includes:

Rent /Move-In Deposits: Includes first-month rent, security deposits for lease of a new unit, application fees, and other move-in expenses.

Utility/Move-In Deposits: Includes utility deposits for lease of a new unit, utility application fees, and payment of past due utility debt so new services can be started.

Rent Assistance: This category of assistance is for households that require several months of rental assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Short-Term Mortgage Payment: Assistance with mortgage payments keep an individual or family in the home that they own and in which they reside. Amount of assistance is determined on individual basis and case plan.

Utility Assistance: This category of assistance is for households that require several months of utility assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Housing Location: A Housing Locator will identify properties suitable for clients, maintain a housing directory of available units, serve as a liaison between the landlord and client, and provide basic housing counseling to the case managers to empower their clients. Housing Location will be provided through Landlord Outreach Specialists employed by and located at Caritas of Austin.

Mediation and Legal Services: Includes referral to and support services from agencies, primarily Austin Tenants Council and Texas Rio Grande Legal Aid, for protection of tenant rights, provision of landlord and tenant education, and assessment of fair housing and housing discrimination issues.

Housing Supports: Housing supports include but are not limited to items such as food, furniture, basic household necessities and transportation may be provided as needed. Small home repair services may also be provided to keep individuals and families housed. Small home repairs require multiple quotes. All housing supports must be directly linked to housing stability. Case Managers will be asked to submit a statement of need, proper documentation, and follow guidelines for appropriate pricing.

Identification Assistance: Includes the payment for identification documents necessary for a client to obtain employment and/or housing. Identification documents include: birth certificates, social security cards, new/renewed state identification card, and driver's license.

1. AIDS Services of Austin (ASA) stabilizes its clients in housing, provide access to support services, and retains them in medical care. BSS+C will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS or those considered at high risk of HIV infection. Direct services include preventing the spread of the disease through awareness, education and HIV testing. Services available for clients meeting eligibility requirements: medical and non-medical case management, HIV testing, housing assistance, rent, utilities and housing supports.

2. Any Baby Can (ABC) ABC's BSS+C program will help families become stably housed by providing rent and utilities assistance, financial literacy, and housing case management to help parents/caregivers to become self-sufficient. ABC services are provided through home visitation programs and community classes/groups. ABC believes that every child deserves a strong family.

Program Work Statement

3. Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Caritas provides a services continuum for those experiencing a housing crisis that begins with securing sustainable housing as a foundation to meet the long-term needs of the household. Caritas uses best practices and the Rapid Re-Housing model to inform service delivery. Most referrals – individuals and families - come through Coordinated Assessment and are literally homeless upon program entry (a limited amount of participants come from internal Housing Prevention referrals). Participants receive case management services that focus on housing stability; increasing and maintaining income; financial literacy; connecting participants to community supports to address their physical, emotional, and psychological needs. Caritas' case management uses a strengths-based approach by identifying and building upon program participants' strengths to lessen housing and income barriers, and support overall wellbeing.

4. Catholic Charities of Central Texas (CCCTX) helps families and individuals avoid homelessness and achieve financial security through one-on-one financial coaching and emergency financial assistance. BSS+C assistance is used to help clients become housing stable. CCCTX works to help families move out of poverty by providing services including: general case management, information and referrals, immigration legal services, disaster relief services, mental health services, and parenting and pregnancy education.

5. Family Eldercare (FEC) supports clients to live independently in the community; preventing exploitation and ensuring financial and housing stability through money management and service coordination. Services include homeless prevention, rapid rehousing and comprehensive case management. Services are provided to seniors and adults with disabilities who are low income and need assistance to manage and/or apply for benefits, address housing barriers and obtain/maintain housing. BSS+C services will primarily be used for rent, mortgage, utilities assistance and basic household items.

6. Foundation for Homeless (FFH) helps families with minor children avoid homelessness and achieve stable housing through one-on-one case management services. This includes financial coaching and budgeting, financial assistance to lessen housing and income barriers, debt reduction, and connecting families to other community resources. Other assistance includes, paying for utilities and basic household items. FFH uses partner agency BSS+ Community Housing Specialists to find apartments and /or homes to lease.

7. Front Steps (FS) programs include the Recuperative Care Project for medically vulnerable individuals, the Housing Program offering supportive services for those exiting homelessness, the Support Services for Veteran Families, and the AmeriCorps/Keep Austin Housed Program serving homeless/at-risk/formerly homeless individuals in the community. FS provides a full range of rapid rehousing as well as housing support services, and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. Four heavily utilized components of the ARCH provide indispensable services to homeless individuals:

- The Day Resource Center (DRC) serves homeless men, women, and accompanied children.
- The ARCH Day Sleep program (a component of the DRC) serves homeless men and women.
- The ARCH overnight shelter serves homeless men.
- The ARCH shelter case management programs serves individuals experiencing homelessness.

Program Work Statement

8. Goodwill Central Texas (GW) enhances the quality of life facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other populations served include youth and low income households. BSS+C services will be utilized to assist clients with housing barriers and obtain/maintain housing.

9. LifeWorks (LW) provides a continuum of services for youth and young adults at risk of or currently experiencing homelessness that include over 18 programs which include housing, counseling, and education and workforce development. BSS+ services will be utilized to assist youth and young adults with housing barriers and obtain/maintain housing. All rapid re-housing referrals to the LW BSS+ program come through Coordinated Assessment.

10. Meals on Wheels Central Texas (MOWCTX) delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWCTX additional services include minor and major home repairs; grocery shopping assistance; a monthly supply of shelf-stable groceries; extra, daily, shelf-stable meals for the nutritionally at-risk; veteran services; problem-solving therapies; rural meal delivery; Alzheimer's respite; and pet food and pet health care for their clients' dogs and cats. If the client/household is found to need case management the case is moved from its supportive team to its CARE TEAM who will complete eligibility screening for household needs/stability.

11. SAFE Alliance (SA) provides crisis intervention, counseling, prevention, education, long term support and advocacy services and programs designed to end sexual and domestic violence. Free and confidential services are provided to those who have been impacted by sexual or domestic violence. Eligible clients may receive emergency shelter, hospital and legal advocacy, case management, financial assistance for rent, utilities, and housing supports. BSS+C program eligibility requirements for residency and income are waived for SAFE Alliance; all clients fall under domestic violence exemption.

12. The Salvation Army (TSA) provides permanent supportive housing, emergency shelter, disaster relief, rapid rehousing, and homelessness prevention services. BSS+C will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Direct client assistance is primarily used to alleviate boundaries to housing/self-sufficiency, to rapidly rehouse clients in affordable rental units and assist with becoming financially stable. Clients reside at the Social Service multi population emergency shelter and the Austin Shelter for Women and Children.

System for Collecting and Reporting Program Data

Each of the BSS+C service providers participates in the HMIS through ServicePoint, except for SAFE Alliance who uses a web-based software Apricot which is a comparable database to HMIS. Client eligibility documents and services are collected and stored in paper files and HMIS. Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, percentage of federal poverty level chart and monthly gross annualized income calculation tool. Common program forms are used including eligibility and enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake.

As the lead and fiscal agent for BSS+C, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality checks are performed with the 12 BSS+C agencies to ensure compliance with data entry

Program Work Statement

guidelines.

Partner MOUs outline expectations and timelines for program implementation and data collection. Caritas has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is requested. Monthly summary reports are sent to BSS+C agencies to confirm all client data and services. All BSS+C client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

Performance Evaluation

The Caritas Program Director of BSS+C and Evaluation monitors expenditures and client data at least monthly, utilizing HMIS reports, a check request log, and reports from Caritas' accounting system. Program expenditure and performance data is reported through the Chief Financial Officer to the Caritas President/CEO and finally to the Caritas Board of Directors on a monthly basis. Additionally, BSS+ Executives and/or Program Managers from BSS+C partner agencies meet at least monthly to evaluate expenditures, client performance, and to make recommendations for program improvement.

Quality Improvement

The real-time, client level data in HMIS allows issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+C program is meeting its intended benchmarks and facilitate program improvements among the partner agencies.

Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+C Program. A BSS+C website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program performance, and provide tools. Caritas also performs two annual onsite monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

When challenges or problems are identified, management and lead partner BSS+C staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions, whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others.

Meetings between BSS+C Partner Executives also allow for high level discussion of program operations and potential improvements.

Service Coordination with Other Agencies

Caritas works closely with BSS+C partners and innumerable community agencies. BSS+C Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients; for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.

Through agency Releases of Information (ROI) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI, then BSS+C Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount.

Program Work Statement

Service Collaboration with Subgrantees

BSS+C is a collaboration among 12 area nonprofit service providers. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches diverse populations. Roughly half of the service providers offer services which are focused on those who are currently experiencing homelessness and the other half of the service providers are focused on preventing homelessness. BSS+C was built on the premise of "no wrong door" for clients so they may receive all services from their home agency ensuring those in need receive the specific type of service their unique situation requires.

The Caritas of Austin BSS+C Admin Team serve as the conduit for all things BSS+C. This team handles daily communication to/with the partners, monitors the budget and progress on service goals, does all HMIS data quality for 12 agencies, prepares all required reporting for funders, meets with partner agencies to do twice yearly pre-monitoring visits, prepares the materials for all and oversees most of the BSS+C meetings, provides on-going technical assistance and customer services, processes all client check requests – rough 350-400 monthly, maintains the BSS+C website, designs and produces BSS+C collateral material, and more.

The Executives of each BSS+C partner agency meet every other month. The sitting chair oversees the meetings which are two hours in length and typically held at the agency of the sitting chair. The chair and co-chair rotate in October of each year. The purpose of the meetings are to get an update on financials, analysis of spending trend, progress on meeting goals, vote on action items and an opportunity to discuss issues in the community which impact homeless prevention and homeless services. Partner agency program managers meet monthly with the Caritas of Austin BSS+C Admin team. The purposes of these meetings are to educate, and have an opportunity for open dialogue regarding successes, challenges and improvements for the BSS+C program. Partner agency case managers meet from time-to-time (these are less formal meetings) so there can be discussion around client and housing issues. The BSS+C utilize formal written policies and procedures as a foundation in operating the collaborative.

Community Planning Activities

Caritas is highly involved in community planning activities through its participation on boards, advisors and participants in committees such as:

- ECHO (Continuum of Care): Rapid Rehousing, homelessness prevention, and coordinated assessment
- Disability Rights Texas Board Membership: protection for individuals with disabilities
- Austin Energy Consumer Committees: plan discounts and payment plans for low-income
- CAN (Community Advancement Network): leverages resources to help the community
- Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates
- Downtown Austin Alliance: planning citizen safety, helps the homeless, social services
- Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing
- JSC School & Family Work Group: plan to create stable communities for students
- Texas Homeless Network: work to support groups who prevent and end homelessness
- Austin Tenants Council: works to advocate on behalf of low-income clients
- Texas Rio Grande Legal Aid: Provides free legal services to low-income residents

Program Performance

Contract Term: 09/01/2015 - 09/30/2021
 Program Period: 10/01/2020 - 09/30/2021

Output - Unduplicated Clients Served

City Goal	Other Funding Goal	Total Program Goal
2,890	26	2,916

Output(s) - Supplemental

	City Goal	Other Funding Goal	Total Program Goal	City Percentage
Total Number of Unduplicated One-Time Financial Assistance Clients Served	202	2	204	99.02%
Total Number of Unduplicated Case Managed Clients Served	2,688	24	2,712	99.12%
Number of ESG-CV clients served with SSO funds	138	0	138	100.00%

Output(s) - Productivity

Average number of days to housing from program entry date to move-in date

Goal
90.00

Outcomes - City Business Plan

HOUSING, HOMELESS INTERVENTION, BASIC NEEDS

(Numerator / Denominator = Rate)

Numerator	1A: Number of households at risk of homelessness that maintain housing	345
Demoninator	1A: Number of households receiving assistance	460
Rate	1A: Percent of households at risk of homelessness that maintain housing	75.00%

HOUSING, HOMELESS INTERVENTION, BASIC NEEDS

(Numerator / Denominator = Rate)

Numerator	1B: Number of case-managed households that transition from homelessness into housing	200
Demoninator	1B: Number of households that exit the program	285
Rate	1B: Percent of case-managed households that transition from homelessness into housing	70.18%

Program Budget and Narrative

Contract Term: 09/01/2015 - 09/30/2021
 Program Period: 10/01/2020 - 09/30/2021

	City Funds	Other Funds	Total
Personnel			
Salaries	\$637,400.00	\$3,000.00	\$640,400.00
Fringe and Payroll Taxes	\$0.00	\$0.00	\$0.00
	\$637,400.00	\$3,000.00	\$640,400.00
Operations			
General Operations	\$115,000.00	\$0.00	\$115,000.00
Outsourced Professional Services	\$0.00	\$0.00	\$0.00
Supplemental Programmatic Services	\$0.00	\$0.00	\$0.00
Training/Travel Outside Austin and/or Travis County	\$1,000.00	\$0.00	\$1,000.00
	\$116,000.00	\$0.00	\$116,000.00
Assistance to Clients			
Rental/Mortgage Assistance	\$1,819,571.00	\$27,000.00	\$1,846,571.00
General Housing Assistance	\$216,000.00	\$0.00	\$216,000.00
Direct Client Assistance	\$4,000.00	\$0.00	\$4,000.00
Client Food and Beverage	\$0.00	\$0.00	\$0.00
	\$2,039,571.00	\$27,000.00	\$2,066,571.00
Capital Outlay			
Capital Outlay - \$5,000.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Deliverables Amount			
Deliverables Amount	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Subgrantees/Subrecipients			
Personnel-Sub	\$0.00	\$0.00	\$0.00
Operations-Sub	\$0.00	\$0.00	\$0.00
Direct Client Assistance-Sub	\$0.00	\$0.00	\$0.00
Other-Sub	\$909,297.00	\$0.00	\$909,297.00
	\$909,297.00	\$0.00	\$909,297.00
Program Income			
Program Income (Zero dollars budgeted for monthly credit)	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Other			
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Total	\$3,702,268.00	\$30,000.00	\$3,732,268.00

Program Budget and Narrative

Personnel

Salaries, benefits, fringe and employment taxes for direct services and administrative staff working on the program.

Operations

Occupancy, utilities, insurance, security, janitorial, pest control, audit, employee parking, maintenance/repairs, telephone/internet, IT hardware and software, HMIS user licenses and reporting tools, viewing and adhoc licenses, database, website maintenance, supplies, postage, payroll fees, printing, reproduction, staff mileage reimbursement, translation/interpretation, in-county staff training and other overhead expenses.

Mileage, per diem, airfare and bus reimbursement to attend conferences related to the program. Registration fees.

Assistance to Clients

Rent/Mortgage Assistance - Forward rent and utility payments, rent and utility arrears, deposits and application fees. These expenses are generally limited to OTFA, RRAH and HP. If ESG-CV will not cover an expense in this category, an SSO expense may be processed.

General Housing Assistance - Household furniture, identification costs, moving fees, basic household necessities, client transportation reimbursement for mileage, bus or taxi, employment support, small home repairs, other types of assistance that directly relate to clients obtaining or maintaining stable housing. These expenses may be paid for OTFA, HP, RRAH or SSO.

Direct Client Assistance - Gift cards to Walmart and HEB - may be paid for OTFA, RRAH, or SSO on a limited basis.

Capital Outlay

Deliverables Amount

Program Subgrantees

Case managers, general operating expense allowance, mileage reimbursement for staff travel inside Travis County, HMIS user licenses and reporting tools, supervisory time, conference registration fees, audit fees, insurance, hardware and software and other overhead expenses that relate to the program.

Program Income

Other



Amendment No. 10
to
Agreement No. 4700 NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0** The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0** The total amount for this Amendment to the Agreement is **Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars (\$3,702,268)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 90,299	\$ 10,909,998
Amendment No. 6: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 3,702,268	\$ 14,612,266
Amendment No. 7: Modify Program Exhibits	\$ 0	\$ 14,612,266
Amendment No. 8: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020)	\$ 3,702,268	\$ 18,314,534
Amendment No. 9: Add One-Time funds to Agreement and modify Exhibits	\$ 102,056	\$ 18,416,590
Amendment No. 10: Exercise Extension Option #3 (Oct. 1, 2020 – Sept. 30, 2021)	\$ 3,702,268	\$ 22,118,858

3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 -- Program Work Statement is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 10/12/2020]

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 10/12/2020]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 10/12/2020]

Exhibit B.2 -- Program Subgrantees is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subgrantees**. [Revised 10/12/2020]

Exhibit B.3 -- Compensation Terms is added to the agreement.

Exhibit C -- Equal Employment/Fair Housing Office/Non-Discrimination Certification is deleted in its entirety and replaced with a new **Exhibit C -- Equal Employment/Fair Housing Office/Non-Discrimination Certification, Israel Verification, and Conflicts of Interest** [Revised 4/13/2020]

4.0 The Terms and Conditions for this Agreement are deleted in their entirety and replaced with the following:

SECTION 1. GRANT OF AUTHORITY, SERVICES AND DUTIES

1.1 Engagement of the Grantee. Subject to the general supervision and control of the City and subject to the provisions of the Terms and Conditions contained herein, the Grantee is engaged to provide the services set forth in the attached Agreement Exhibits.

1.1.1 This Agreement entered into between the City and the Grantee is designated a Social Services REIMBURSABLE Agreement.

1.2 Responsibilities of the Grantee. The Grantee shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Agreement Exhibits. The Grantee shall assure that all Agreement provisions are met by any Subgrantee performing services for the Grantee.

1.3 Responsibilities of the City. The City's Contract Manager will be responsible for exercising general oversight of the Grantee's activities in completing the Program Work Statement. Specifically, the Contract Manager will represent the City's interests in resolving day-to-day issues that may arise during the term of this Agreement, shall participate regularly in conference calls or meetings for status reporting, shall promptly review any written reports submitted by the Grantee, and shall approve all requests for payment, as appropriate. The City's Contract Manager shall give the Grantee timely feedback on the acceptability of progress and task reports. The Contract Manager's oversight of the Grantee's activities shall be for the City's benefit and shall not imply or create any partnership or joint venture as between the City and the Grantee.

1.4 Designation of Key Personnel. The City's Contract Manager for this Agreement, to the extent stated in the preceding Section 1.3, shall be responsible for oversight and monitoring of Grantee's performance under this Agreement as needed to represent the City's interest in the Grantee's performance.

1.4.1 The City's Contract Manager or designee:

- may meet with Grantee to discuss any operational issues or the status of the services or work to be performed; and

-shall promptly review all written reports submitted by Grantee, determine whether the reports comply with the terms of this Agreement, and give Grantee timely feedback on the adequacy of progress and task reports or necessary additional information.

1.4.2 Grantee's Contract Manager or designee, shall represent the Grantee with regard to performance of this Agreement and shall be the designated point of contact for the City's Contract Manager.

1.4.3 If either party replaces its Contract Manager, that party shall promptly send written notice of the change to the other party. The notice shall identify a qualified and competent replacement and provide contact information.

SECTION 2. TERM

2.1 **Term of Agreement.** The Agreement shall be extended for a term of 12 months beginning October 1, 2020 through September 30, 2021.

2.1.1 Upon expiration of the initial term or period of extension, the Grantee agrees to hold over under the terms and conditions of this Agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 calendar days unless mutually agreed upon in writing).

SECTION 3. PROGRAM WORK STATEMENT

3.1 **Grantee's Obligations.** The Grantee shall fully and timely provide all services described in the attached Agreement Exhibits in strict accordance with the terms, covenants, and conditions of the Agreement and all applicable federal, state, and local laws, rules, and regulations.

SECTION 4. COMPENSATION AND REPORTING

4.1 **Agreement Amount.** The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the 12-month term shall not exceed the amount approved by City Council, which is **\$3,702,268 (Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars)**. Continuation of the Agreement beyond the 12 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council. Additional compensation terms are included in Exhibit B.3.

4.2 Reports.

4.2.1 Grantee must submit a fully and accurately completed payment request to the City's Contract Manager using the City's contract management system by the deadline outlined in Exhibit B.3. Grantee must provide complete and accurate supporting documentation. Upon receipt and approval by the City of each complete and accurate payment request, the City shall process the payment to the Grantee in an amount equal to the City's payment obligations, subject to deduction for any unallowable costs.

4.2.2 Grantee shall submit a quarterly program performance report using the format and method specified by the City no later than 11:59 p.m. Central Standard Time (CST) 15 calendar days following each calendar quarter. If the 15th calendar day falls on a weekend or holiday, as outlined

in Section 8.24, the deadline to submit the quarterly program performance report is extended to no later than 11:59 p.m. CST of the 1st weekday immediately following the weekend or holiday. Grantee shall provide complete and accurate supporting documentation upon request by City. Payment Requests will not be approved if any accurate and complete performance report, including any required documentation, is past due. Performance reports on a frequency other than quarterly may be required by the City based upon business needs.

4.2.3 An annual Contract Progress Report, using the forms in the City's contract management system, shall be completed by the Grantee and submitted to the City within 45 calendar days following the end of each Program Period.

4.2.4 A Contract Closeout Summary Report using the forms in the City's contract management system shall be completed by the Grantee and submitted to the City within 60 calendar days following the expiration or termination of this Agreement. Any encumbrances of funds incurred prior to the date of termination of this Agreement shall be subject to verification by the City. Upon termination of this Agreement, any unused funds, unobligated funds, rebates, credits, or interest earned on funds received under this Agreement shall be returned to the City.

4.2.5 Grantee shall provide the City with a copy of the completed Agency Administration Profile (AAP) using the forms in the City's contract management system, and required AAP Attachments, including a copy of the Grantee's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year to be due in conjunction with submission of the Grantee's annual financial audit report or financial review report as outlined in Section 4.5.4. If Grantee filed a Form 990 or Form 990EZ extension request, Grantee shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within 30 days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

4.2.5.1 Governmental Entities are not required to submit an Agency Administration Profile to the City under this Agreement.

4.2.6 Grantee shall provide other reports required by the City to document the effective and appropriate delivery of services as outlined under this Agreement as required by the City.

4.3 Grantee Policies and Procedures.

4.3.1 Grantee shall maintain written policies and procedures aligned with best practices and approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans with Disabilities Act; Conflict of Interest; Whistleblower; and Criminal Background Checks.

4.3.2 Grantee shall provide the City with copies of revised Articles of Incorporation and Doing Business As (DBA) certificates (if applicable) within 14 calendar days of receipt of the notice of filing by the Secretary of State's office. Grantee shall provide the City with copies of revised By-Laws within 14 calendar days of their approval by the Grantee's governing body.

4.4 Monitoring and Evaluation.

4.4.1 Grantee agrees that the City or its designee may carry out monitoring and evaluation activities to ensure adherence by the Grantee and Subgrantees to the Program Work Statement, Program Performance Measures, and Program Budget, as well as other provisions of this

Agreement. Grantee shall fully cooperate in any monitoring or review by the City and further agrees to designate a staff member to coordinate monitoring and evaluation activities.

4.4.2 The City expressly reserves the right to monitor client-level data related to services provided under this Agreement. If the Grantee asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided and is subject to acceptance by the City's Law Department.

4.4.3 Grantee shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Agreement Term upon request following the receipt of the final report.

4.4.4 Grantee shall keep on file copies of all notices of Board of Directors meetings, Subcommittee or Advisory Board meetings, and copies of approved minutes of those meetings.

4.5 Financial Audit of Grantee.

4.5.1 Grantee shall annually contract with an independent auditor utilizing a Letter of Engagement to complete either a full financial audit or financial review. The auditor must be a Certified Public Accountant recognized by the regulatory authority of the State of Texas.

4.5.1.1 Governmental Entities are not required to submit a financial audit to the City under this Agreement.

4.5.2 In the event Grantee expends \$750,000 or more in a year in federal awards, Grantee shall have a single or program specific audit conducted in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations as required by the Single Audit Act of 1984, as amended (Single Audit Act), and shall submit to the City a complete set of audited financial statements and the auditor's opinion and management letters in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and any guidance issued by the federal Office of Management and Budget covering Grantee's fiscal year until the end of the term of this Agreement.

4.5.3 If Grantee is not subject to the Single Audit Act, and expends \$750,000 or more during the Grantee's fiscal year, then Grantee shall have a full financial audit performed in accordance with Generally Accepted Auditing Standards (GAAS). If less than \$750,000 is expended, then a financial review is acceptable, pursuant to the requirements of this Agreement.

4.5.4 Grantee shall submit a complete financial audit report or financial review which has been presented and accepted by the Board of Directors, to include the original auditor Opinion Letter/Independent Auditor's Report within 270 calendar days of the end of Grantee's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report or financial review report must include the Management Letter/Internal Controls Letter, if one was issued by the auditor.

4.5.5 Grantee shall submit an APH Board Certification Form that was signed and dated by the Grantee's Board Chair. The APH Board Certification Form confirms that the independent auditor presented the financial audit or financial review to the Grantee's Board or committee of the Board and that it was accepted by the Grantee's Board of Directors or a committee of the Board. The City will deem the financial audit report/financial review report incomplete if the Grantee fails to submit the Board Certification form, as required by this Section.

4.5.6 The inclusion of any Findings or a Going Concern Uncertainty, as defined by Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and GAAS, in a Grantee's audit requires the creation and submission to the City of a corrective action plan formally approved by the

Grantee's governing board. The plan must be submitted to the City within 60 days after the audit is submitted to the City. Failure to submit an adequate plan to the City may result in the immediate suspension of funding. If adequate improvement related to the audit findings is not documented within a reasonable period of time, the City may provide additional technical assistance, refer the Agreement to the City Auditor for analysis, or move to terminate the Agreement as specified in Section 5 of the Agreement.

4.5.7 The expiration or termination of this Agreement shall in no way relieve the Grantee of the audit requirement set forth in this Section.

4.5.8 **Right To Audit By Office of City Auditor.**

4.5.8.1 Grantee agrees that the representatives of the Office of the City Auditor, or other authorized representatives of the City, shall have access to, and the right to audit, examine, and copy any and all records of the Grantee related to the performance under this Agreement during normal business hours (Monday – Friday, 8 am – 5 pm). In addition to any other rights of termination or suspension set forth herein, the City shall have the right to immediately suspend the Agreement, upon written notice to Grantee, if Grantee fails to cooperate with this audit provision. The Grantee shall retain all such records for a period of 5 years after the expiration or early termination of this Agreement or until all audit and litigation matters that the City has brought to the attention of the Grantee are resolved, whichever is longer. The Grantee agrees to refund to the City any overpayments disclosed by any such audit.

4.5.8.2 Grantee shall include this audit requirement in any subagreements entered into in connection with this Agreement.

SECTION 5. TERMINATION

5.1 **Right To Assurance.** Whenever one party to the Agreement in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Agreement.

5.2 **Default.** The Grantee shall be in default under the Agreement if the Grantee (a) fails to fully, timely and faithfully perform any of its material obligations under the Agreement, (b) fails to provide adequate assurance of performance under the "Right to Assurance" paragraph herein, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Grantee's Offer, or in any report or deliverable required to be submitted by Grantee to the City.

5.3 **Termination For Cause.** In the event of a default by the Grantee, the City shall have the right to terminate the Agreement for cause, by written notice effective 10 calendar days, unless otherwise specified, after the date of such notice, unless the Grantee, within such 10 day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Grantee on probation for a specified period of time within which the Grantee must correct any non-compliance issues. Probation shall not normally be for a period of more than 9 months; however, it may be for a longer period, not to exceed 1 year depending on the circumstances. If the City determines the Grantee has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Grantee, the City may suspend or debar the Grantee in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Grantee from the City's vendor list for up to 5 years and any Offer submitted by the Grantee may be disqualified for up to 5 years. In addition to any other remedy available under law or in equity, the City shall be entitled to

recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Grantee's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Agreement are cumulative and are not exclusive of any other right or remedy provided by law.

5.4 Termination Without Cause. The City shall have the right to terminate the Agreement, in whole or in part, without cause any time upon 30 calendar-days prior written notice. Upon receipt of a notice of termination, the Grantee shall promptly cease all further work pursuant to the Agreement, with such exceptions, if any, specified in the notice of termination. The City shall pay the Grantee, to the extent of funds appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.

5.5 Fraud. Fraudulent statements by the Grantee on any Offer or in any report or deliverable required to be submitted by the Grantee to the City shall be grounds for the termination of the Agreement for cause by the City and may result in legal action.

SECTION 6. OTHER DELIVERABLES

6.1 Insurance. The following insurance requirements apply:

6.1.1 General Requirements

6.1.1.1 The Grantee shall at a minimum carry insurance in the types and amounts indicated herein for the duration of the Agreement and during any warranty period.

6.1.1.2 The Grantee shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to Agreement execution and within 14 calendar days after written request from the City.

6.1.1.3 The Grantee must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.

6.1.1.4 The Grantee shall not commence work until the required insurance is obtained and has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Grantee hereunder and shall not be construed to be a limitation of liability on the part of the Grantee.

6.1.1.5 The Grantee must maintain and make available to the City, upon request, Certificates of Insurance for all Subgrantees.

6.1.1.6 The Grantee's and all Subgrantees' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better. The City will accept workers' compensation coverage written by the Texas Workers' Compensation Insurance Fund.

6.1.1.7 All endorsements naming the City as additional insured, waivers, and notices of cancellation endorsements as well as the Certificate of Insurance shall contain the Grantee's email address, and shall be mailed to the following address:

City of Austin

Austin Public Health
ATTN: Social Services Contracts
P. O. Box 1088
Austin, Texas 78767

6.1.1.8 The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Agreement, covering both the City and the Grantee, shall be considered primary coverage as applicable.

6.1.1.9 If insurance policies are not written for amounts specified, the Grantee shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

6.1.1.10 The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

6.1.1.11 The City reserves the right to review the insurance requirements set forth during the effective period of the Agreement and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Grantee.

6.1.1.12 The Grantee shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Agreement or as required in the Agreement.

6.1.1.13 The Grantee shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. All deductibles or self-insured retentions shall be disclosed on the Certificate of Insurance.

6.1.1.14 The Grantee shall endeavor to provide the City 30 calendar-days written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Agreement.

6.1.2 **Specific Coverage Requirements.** The Grantee shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Agreement, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Grantee.

6.1.2.1 **Commercial General Liability Insurance.** The minimum bodily injury and property damage per occurrence are \$500,000* for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injuries). The policy shall contain the following provisions and endorsements.

6.1.2.1.1 Blanket contractual liability coverage for liability assumed under the Agreement and all other Agreements related to the project

6.1.2.1.2 Independent Grantee's Coverage

6.1.2.1.3 Products/Completed Operations Liability for the duration of the warranty period

6.1.2.1.4 Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage

6.1.2.1.5 Thirty (30) calendar-days' Notice of Cancellation, Endorsement CG 0205, or equivalent coverage

6.1.2.1.6 The "City of Austin" listed as an additional insured, Endorsement CG 2010, or equivalent coverage

6.1.2.1.7 If care of a child is provided outside the presence of a legal guardian or parent, Grantee shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.

6.1.2.1.8 The policy shall be endorsed to cover injury to a child while the child is in the care of the Grantee or Subgrantee.

* Supplemental Insurance Requirement. If eldercare, childcare, or housing for clients is provided, the required limits shall be \$1,000,000 per occurrence.

6.1.2.2 Business Automobile Liability Insurance.

Minimum limits: \$500,000 combined single limit per occurrence for all owned, hired and non-owned autos

- a. a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
- b. If Grantee does not own any vehicles, a signed "Hired & Non-Owned Auto" Statement may be provided in conjunction with evidence of non-owned and hired Business Automobile Liability Insurance coverage.
- c. b. If no client transportation is provided but autos are used within the scope of work, and there are no agency owned vehicles, evidence of Personal Auto Policy coverage from each person using their auto may be provided. The following limits apply for personal auto insurance: \$100,000/\$300,000/\$100,000.

All policies shall contain the following endorsements:

6.1.2.2.1. Waiver of Subrogation, Endorsement CA 0444, or equivalent coverage

6.1.2.2.2. Thirty (30) calendar-days' Notice of Cancellation, Endorsement CA 0244, or equivalent coverage

6.1.2.2.3 The "City of Austin" listed as an additional insured, Endorsement CA 2048, or equivalent coverage

6.1.2.3 Worker's Compensation and Employers' Liability Insurance. Coverage is required of Grantees providing services on City owned or leased property, and shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee. The policy shall contain the following provisions and endorsements:

6.1.2.3.1 The Grantee's policy shall apply to the State of Texas

6.1.2.3.2 Waiver of Subrogation, Form WC 420304, or equivalent coverage

6.1.2.3.3 Thirty (30) calendar-days' Notice of Cancellation, Form WC 420601, or equivalent coverage

6.1.2.4 **Professional Liability Insurance.**

6.1.2.4.1 Grantee shall provide coverage at a minimum limit of \$500,000 per claim to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Agreement.

6.1.2.4.2 If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Agreement and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the Agreement.

6.1.2.5 **Blanket Crime Policy Insurance.** A Blanket Crime Policy shall be required with limits equal to or greater than the sum of all Agreement funds allocated annually by the City. Acceptance of alternative limits shall be approved by Risk Management.

6.1.2.6 **Directors and Officers Insurance.** Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Agreement and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Agreement and for not less than 24 months following the end of the Agreement. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Agreement or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Grantee shall, on at least an annual basis, provide the City with a Certificate of Insurance as evidence of such insurance.

6.1.2.7 **Property Insurance.** If the Agreement provides funding for the purchase of property or equipment the Grantee shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

6.1.2.8 **Endorsements.** The specific insurance coverage endorsements specified above, or their equivalents, must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

6.1.2.9 **Certificate.** The following statement must be shown on the Certificate of Insurance.

"The City of Austin is an Additional Insured on the general liability and the auto liability policies. A Waiver of Subrogation is issued in favor of the City of Austin for general liability, auto liability and workers compensation policies."

6.2 **Equal Opportunity.**

6.2.1 Equal Employment Opportunity. No Grantee or Grantee's agent shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Bid submitted to the City shall be considered, nor any Purchase Order issued, or any Agreement awarded by the City unless the Grantee has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. The Grantee shall sign and return the Non-Discrimination Certification attached hereto as Exhibit C. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the Agreement and the Grantee's suspension or debarment from participation on future City Agreements until deemed compliant with Chapter 5-4. Any Subgrantees used in the performance of this Agreement and paid with City funds must comply with the same nondiscrimination requirements as the Grantee.

6.2.2 Americans with Disabilities Act (ADA) Compliance. No Grantee, or Grantee's agent shall engage in any discriminatory employment practice against individuals with disabilities as defined in the ADA.

6.3 Inspection of Premises. The City has the right to enter Grantee's and Subgrantee's work facilities and premises during Grantee's regular work hours, and Grantee agrees to facilitate a review of the facilities upon reasonable request by the City.

6.4 Rights to Proposal and Contractual Material. All material submitted by the Grantee to the City shall become property of the City upon receipt. Any portions of such material claimed by the Grantee to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.

6.5 Publications. All published material and written reports submitted under the Agreement must be originally developed material unless otherwise specifically provided in the Agreement. When material not originally developed is included in a report in any form, the source shall be identified.

SECTION 7. WARRANTIES

7.1 Authority. Each party warrants and represents to the other that the person signing this Agreement on its behalf is authorized to do so, that it has taken all action necessary to approve this Agreement, and that this Agreement is a lawful and binding obligation of the party.

7.2 Performance Standards. Grantee warrants and represents that all services provided under this Agreement shall be fully and timely performed in a good and workmanlike manner in accordance with generally accepted community standards and, if applicable, professional standards and practices. Grantee may not limit, exclude, or disclaim this warranty or any warranty implied by law, and any attempt to do so shall be without force or effect. If the Grantee is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be required to purchase under the Agreement from the Grantee, and purchase conforming services from other sources. In such event, the Grantee shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source. Grantee agrees to participate with City staff to update the performance measures.

SECTION 8. MISCELLANEOUS

8.1 Criminal Background Checks. Grantee and Subgrantee(s) agree to perform a criminal background check on individuals providing direct client services in programs designed for children under 18 years of age, seniors 55 years of age and older, or persons with Intellectual and

Developmental Disabilities (IDD). Grantee shall not assign or allow an individual to provide direct client service in programs designed for children under 18 years of age, seniors 55 years of age and older, or persons with IDD if the individual would be barred from contact under the applicable program rules established by Title 40 of the Texas Administrative Code.

8.1.1 In accordance with the Grantee's personnel and records retention policies, the Grantee shall retain documentation that a criminal background check was completed.

8.2 **Compliance with Health, Safety, and Environmental Regulations.** The Grantee, its Subgrantees, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA), and those found in the Clean Air Act (42 U.S.C. 7401–7671q), the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387), and the Energy Policy and Conservation Act (42 U.S.C. 6201). In case of conflict, the most stringent safety requirement shall govern. The Grantee shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Grantee's obligations under this paragraph.

8.2.1 The Grantee or Subgrantee(s) seeking an exemption for a food enterprise permit fee must present this signed and executed social services Agreement upon request to the City.
(Source: City of Austin Ordinance 20051201-013)

8.3 **Stop Work Notice.** The City may issue an immediate Stop Work Notice in the event the Grantee is observed performing in a manner that the City reasonably believes is in violation of federal, state, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Grantee will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Grantee shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.

8.4 **Indemnity.**

8.4.1 Definitions:

8.4.1.1 "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:

8.4.1.1.1 damage to or loss of the property of any person (including, but not limited to the City, the Grantee, their respective agents, officers, employees and Subgrantees; the officers, agents, and employees of such Subgrantees; and third parties); and/or;

8.4.1.1.2 death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Grantee, the Grantee's Subgrantees, and third parties),

8.4.1.2 "Fault" shall include the sale of defective or non-conforming deliverables, negligence, willful misconduct, or a breach of any legally imposed strict liability standard.

8.4.2 THE GRANTEE SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE GRANTEE, OR THE GRANTEE'S AGENTS, EMPLOYEES OR

SUBGRANTEES, IN THE PERFORMANCE OF THE GRANTEE'S OBLIGATIONS UNDER THE AGREEMENT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE GRANTEE (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.

8.5 Claims. If any claim, demand, suit, or other action is asserted against the Grantee which arises under or concerns the Agreement, or which could have a material adverse effect on the Grantee's ability to perform hereunder, the Grantee shall give written notice thereof to the City within 10 calendar days after receipt of notice by the Grantee. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2nd Street, 4th Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

8.6 Business Continuity. Grantee warrants that it has adopted a business continuity plan that describes how Grantee will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Grantee shall provide a copy of the plan to the City's Contract Manager upon request at any time during the term of this Agreement, and the requested information regarding the Business Continuity Plan shall appear in the annual AAP documentation.

8.6.1 Grantee agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes. Grantee participation includes assisting the City to provide disaster response and recovery assistance to individuals and families impacted by manmade or natural disasters.

8.7 Notices. Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Agreement shall be in writing and shall be deemed delivered 3 business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, email, or other commercially accepted means. Notices to the City and the Grantee shall be addressed as follows:

To the City:
City of Austin
Austin Public Health
Health Equity and Community
Engagement Division
ATTN: Adrienne Sturup,
Assistant Director
7201 Levander Loop, Bldg. E
Austin, TX 78702

To the Grantee:
Caritas of Austin
ATTN: Jo Kathryn Quinn,
President & CEO
PO Box 1947
Austin, TX 78767-1947

With copy to:
City of Austin
Austin Public Health
ATTN: Stephanie Hayden,
Director
7201 Levander Loop, Bldg. E
Austin, TX 78702

8.8 Confidentiality. In order to provide the deliverables to the City, Grantee may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Grantee acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Grantee (including its employees, Subgrantees, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Agreement, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction,

provided the Grantee promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Grantee agrees to use protective measures no less stringent than the Grantee uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.

8.9 **Advertising.** Where such action is appropriate as determined by the City, Grantee shall publicize the activities conducted by the Grantee under this Agreement. Any news release, sign, brochure, or other advertising medium including websites disseminating information prepared or distributed by or for the Grantee shall recognize the City as a funding source and include a statement that indicates that the information presented does not officially represent the opinion or policy position of the City.

8.10 **No Contingent Fees.** The Grantee warrants that no person or selling agency has been employed or retained to solicit or secure the Agreement upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Grantee for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Agreement without liability and to deduct from any amounts owed to the Grantee, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.

8.11 **Gratuities.** The City may, by written notice to the Grantee, cancel the Agreement without liability if it is determined by the City that gratuities were offered or given by the Grantee or any agent or representative of the Grantee to any officer or employee of the City with a view toward securing the Agreement or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such Agreement. In the event the Agreement is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Grantee in providing such gratuities.

8.12 **Prohibition Against Personal Interest in Agreements.** No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Agreement resulting from that solicitation. Any willful violation of this Section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Grantee shall render the Agreement voidable by the City.

8.13 **Independent Grantee.** The Agreement shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Grantee's services shall be those of an independent Grantee. The Grantee agrees and understands that the Agreement does not grant any rights or privileges established for employees of the City.

8.14 **Assignment-Delegation.** The Agreement shall be binding upon and inure to the benefit of the City and the Grantee and their respective successors and assigns, provided however, that no right or interest in the Agreement shall be assigned and no obligation shall be delegated by the Grantee without the prior written consent of the City. Any attempted assignment or delegation by the Grantee shall be void unless made in conformity with this paragraph. The Agreement is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Agreement.

8.15 **Waiver.** No claim or right arising out of a breach of the Agreement can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Grantee or the City of any one or more events of default by the other party shall operate as, or be construed to be, a

permanent waiver of any rights or obligations under the Agreement, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.

8.16 Modifications. The Agreement can be modified or amended only by a written, signed agreement by both parties. No pre-printed or similar terms on any Grantee invoice, order, or other document shall have any force or effect to change the terms, covenants, and conditions of the Agreement.

8.17 Interpretation. The Agreement is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Agreement. Although the Agreement may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Agreement, the UCC definition shall control, unless otherwise defined in the Agreement.

8.18 Dispute Resolution.

8.18.1 If a dispute arises out of or relates to the Agreement, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within 14 calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, 1 senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within 30 calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.

8.18.2 If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within 30 calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Grantee agree to act in good faith in the selection of the mediator and to give consideration to qualified individuals nominated to act as mediator. Nothing in the Agreement prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or an Agreement interpretation expert. If the parties fail to agree on a mediator within 30 calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to 30 calendar days from the date of the first mediation session. The City and the Grantee will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

8.19 Minority and Women Owned Business Enterprise (MBE/WBE) Procurement Program

MBE/WBE goals do not apply to this Agreement.

8.20 Living Wage Policy (If Applicable)

The City's Living Wage Program applies to City expenditure and revenue generating non-construction contracts where all of the following apply:

- Contract is predominantly for non-construction services *performed on City Property or on City Vehicles*;

- Contract results from a formal competitive solicitation, procedurally compliant with section 252.021 of the Texas Local Government Code;
- Contract requires authorization by City Council in accordance with Article VII, Finance, Section 15 (Purchase Procedure) of the City Charter; and
- Directly assigned Contractor Employees of the Prime Contractor and all tiers of subcontracting.

8.20.1 The Grantee shall maintain throughout the term of the Agreement basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA).

8.20.2 The Grantee shall provide the Department's Contract Manager with the first invoice, individual Employee Certifications for all employees directly assigned to the Agreement. The City reserves the right to request individual Employee Certifications at any time during the Agreement term. Employee Certifications shall be signed by each employee directly assigned to the Agreement. The Employee Certification form is available on-line at:

https://www.austintexas.gov/financeonline/vendor_connection/index.cfm.

8.20.3 Grantee shall submit employee certifications annually on the anniversary date of Agreement award with the respective invoice to verify that employees are paid the Living Wage throughout the term of the Agreement. The Employee Certification Forms shall be submitted for employees added to the Agreement and/or to report any employee changes as they occur.

8.20.4 The Department's Contract Manager will periodically review the employee data submitted by the Grantee to verify compliance with this Living Wage provision. The City retains the right to review employee records required in paragraph 8.20.1 above to verify compliance with this provision.

8.21 Subgrantees.

8.21.1 Work performed for the Grantee by a Subgrantee shall be pursuant to a written Agreement between the Grantee and Subgrantee. The terms of the Subagreement may not conflict with the terms of the Agreement, and shall contain provisions that:

8.21.1.1 require that all deliverables to be provided by the Subgrantee be provided in strict accordance with the provisions, specifications and terms of the Agreement. The City may require specific documentation to confirm Subgrantee compliance with all aspects of this Agreement.

8.21.1.2 prohibit the Subgrantee from further subcontracting any portion of the Agreement without the prior written consent of the City and the Grantee. The City may require, as a condition to such further subcontracting, that the Subgrantee post a payment bond in form, substance and amount acceptable to the City;

8.21.1.3 require Subgrantees to submit all requests for payment and applications for payments, including any claims for additional payments, damages or otherwise, to the Grantee in sufficient time to enable the Grantee to include the same with its invoice or application for payment to the City in accordance with the terms of the Agreement;

8.21.1.4 require that all Subgrantees obtain and maintain, throughout the term of their Subagreement, insurance in the type required by this Agreement, and in amounts appropriate for the amount of the Subagreement, with the City being a named insured as its interest shall appear;

8.21.1.5 require that the Subgrantees indemnify and hold the City harmless to the same extent as the Grantee is required to indemnify the City; and

8.21.1.6 maintain and make available to the City, upon request, Certificates of Insurance for all Subgrantees.

8.21.2 The Grantee shall be fully responsible to the City for all acts and omissions of the Subgrantees just as the Grantee is responsible for the Grantee's own acts and omissions. Nothing in the Agreement shall create for the benefit of any such Subgrantee any contractual relationship between the City and any such Subgrantee, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subgrantee except as may otherwise be required by law.

8.21.3 The Grantee shall pay each Subgrantee its appropriate share of payments made to the Grantee not later than 10 days after receipt of payment from the City.

8.22 **Jurisdiction and Venue.** The Agreement is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from this Agreement shall be resolved in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.

8.23 **Invalidity.** The invalidity, illegality, or unenforceability of any provision of the Agreement shall in no way affect the validity or enforceability of any other portion or provision of the Agreement. Any void provision shall be deemed severed from the Agreement and the balance of the Agreement shall be construed and enforced as if the Agreement did not contain the particular portion or provision held to be void. The parties further agree to reform the Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this Section shall not prevent this entire Agreement from being void should a provision which is the essence of the Agreement be determined to be void.

8.24 **Holidays.** The following holidays are observed by the City:

<u>HOLIDAY</u>	<u>DATE OBSERVED</u>
New Year's Day	January 1
Martin Luther King, Jr's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday.

If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

8.25 **Survivability of Obligations.** All provisions of the Agreement that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Agreement.

8.26 **Non-Suspension or Debarment Certification.** The City is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are

suspended or debarred from federal, state, or City Agreements. By accepting an Agreement with the City, the Grantee certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusions records at SAM.gov, the State of Texas, or the City of Austin.

8.27 Public Information Act. Grantee acknowledges that the City is required to comply with Chapter 552 of the Texas Government Code (Public Information Act). Under the Public Information Act, this Agreement and all related information within the City's possession or to which the City has access are presumed to be public and will be released unless the information is subject to an exception described in the Public Information Act.

8.28 HIPAA Standards. As applicable, Grantee and Subgrantees are required to develop and maintain administrative safeguards to ensure the confidentiality of all protected client information, for both electronic and non-electronic records, as established in the Health Insurance Portability and Accountability Act (HIPAA) Standards CFR 160 and 164, and to comply with all other applicable federal, state, and local laws and policies applicable to the confidentiality of protected client information. Grantee must maintain HIPAA-compliant Business Associate agreements with each entity with which it may share any protected client information.

8.28.1 Business Associate Agreement. If performance of this Agreement involves the use or disclosure of Protected Health Information (PHI), as that term is defined in 45 C.F.R. § 160.103, then Grantee acknowledges and agrees to comply with the terms and conditions contained in the Business Associate Agreement, attached as Exhibit E.

8.29 Political and Sectarian Activity. No portion of the funds received by the Grantee under this Agreement shall be used for any political activity (including, but not limited to, any activity to further the election or defeat of any candidate for public office) or any activity undertaken to influence the passage, defeat, or final content of legislation; or for any sectarian or religious purposes.

8.30 Culturally and Linguistically Appropriate Standards (CLAS). The City is committed to providing effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural beliefs and practices, preferred languages, health literacy, and other communication needs. This commitment applies to services provided directly by the City as well as services provided through its Grantees. Grantee and its Subgrantees agree to implement processes and services in a manner that is culturally and linguistically appropriate and competent. Guidance on adopting such standards and practices are available at the U.S. Department of Health and Human Services Office of Minority Health's website at:
<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=6>.

In some instances, failure to provide language assistance services may have the effect of discriminating against persons on the basis of their natural origin. Guidelines for serving individuals with Limited English Proficiency (LEP) are available at <https://www.lep.gov/faqs/faqs.html>.

8.31 Entire Agreement. This Contract, together with the attached Exhibits, and any addenda and amendments thereto constitute the entire agreement between the parties, and this Contract shall not be modified, amended, altered, or changed except with the written consent of the parties.

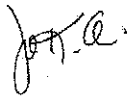
5.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

CITY OF AUSTIN

Signature:



Signature:

Linda Moore-Cohns

CARITAS OF AUSTIN
Jo Kathryn Quinn, President & CEO
P.O. Box 1947
Austin, TX 78767-1947

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 10/14/2020

Date: 11/30/2020

DEFINITIONS

Agreement/Contract- General terms for a legally-binding undertaking between two parties that describes the terms, conditions, and specifications of the obligations, relationships, and responsibilities between them, and any related addenda and amendments. City of Austin Social Services Contracts are considered to be grant agreements, but commonly referred to as contracts. The terms are interchangeable throughout this Agreement.

Exhibit- An attachment to the agreement that is either programmatic (Program Exhibit) or contains additional terms and conditions (Standard Exhibit). Program Exhibits provide the detailed information for the program the City is funding through the Agreement.

Governmental Entity- An organization that is a unit of government, institution of higher education, or local taxing authority, such as a school district. Also includes quasi-governmental organizations, such as a local mental health authority.

Grantee- A vendor agency that has entered into a Social Services grant agreement with the City to provide social services to the community.

Reimbursable Agreement- An Agreement where an agency is reimbursed for expenses incurred and paid through the provision of adequate supporting documentation that verifies the expenses.

Subgrantee- An agency that has entered into a subagreement with a Grantee to provide direct client services under a Social Services Agreement, who is paid with City funds by the Grantee, and who must report program performance information to the Grantee for individuals served who are not existing clients of the Grantee for the contracted program. The Subgrantee is subject to the same terms and conditions in the Grantee's Social Services Agreement with the City.

Program Work Statement

Program Goals and Objectives

The Best Single Source Plus Collaborative, consisting of 12 agencies, provides individuals/families in Austin/Travis County with comprehensive housing stability resources (case management and basic needs services). BSS+C ensures that clients have access to basic necessities - starting with housing - and extending to food, clothing, physical/mental health care, and other supportive services.

Program Clients Served

The target population for BSS+C is individuals/families living in Austin/Travis County, at or below 200% federal poverty level (FPL), and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where their housing can be stabilized with limited financial assistance and with up to 12 months of case management, with option to extend up to 24 months. Program suitability is determined based on the specific type of enrollment, homelessness prevention (HP) or rapid re-housing (RRH).

- For households experiencing literal homelessness (RRH), program suitability is determined by use of the BSS+ RRH Initial Screening Form. Since households experiencing literal homelessness are exempt from the income threshold of 200% FPL and residency, this screener focuses on assessing for literal homelessness and reviews basic eligibility to ensure the household is not currently enrolled in BSS+ and has not been enrolled in the previous 12 months. The RRH screener also includes sections for the household's income, employment, and housing goals and ensures these goals align with the BSS+ service package. An option to offer one-time financial assistance remains available, but will require approval and signature from a supervisor.

- For households experiencing a housing crisis (HP), program suitability is determined by a scoring system from the assessment recommendations. The tool reviews basic eligibility such as residency, income, the crisis that puts their housing at risk and past or current BSS Plus enrollment status. The Actual Assistance Offered is also captured on the tool which includes an option for the Case Manager to select One Time Financial Assistance. If the assistance offered differs from the scoring recommendation, the Case Manager must state why and have their supervisor sign off. The specific process for completing the HP assessment will be outlined in the BSS Plus program manual. Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Screenings. BSS+C partner agencies eligibility criteria are listed below.

1. AIDS Services of Austin (ASA) provides assistance to individuals/ households experiencing a housing crisis or homelessness. To be eligible for housing services:

- Individual/household needs documentation of HIV+ /AIDS or
- HCV diagnosis
- Proof of enrollment in a PrEP or PEP Program
- Internal and External referrals are accepted and clients do not need to be co-enrolled in other ASA Programs.

2. Any Baby Can (ABC) serves children with medical needs and/or developmental delays, as well as parents who may be at risk for child abuse/neglect. Some of these families are at risk of losing their jobs or housing due to their child's healthcare needs or are living in poverty. If a family enrolled in an ABC program is experiencing housing instability, they are screened for eligibility for the BSS+C. ABC's BSS+C program eligibility includes:

Program Work Statement

- Current client of an Any Baby Can home visitation program.
- Travis County residents.
- Family is at or below 200% of the Federal Poverty Level.
- The family is undergoing a financial crisis that puts their housing at risk or are currently homeless.
- Family has not accessed BSS+ at any other agency in the BSS+C in the past 12 months.

3. Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Eligibility for program participants includes:

- At program enrollment, all head of household Rapid Re-Housing (RRH) program participants must be currently experiencing literal homelessness and/or fleeing or attempting to flee domestic violence, category I and IV of HUD's homeless definition.
- All head of household RRH program participants must have completed a coordinated assessment and be referred directly from the Coordinated Entry system. At time of enrollment, potential program participants' income and housing plan must align with what housing options are offered by the program.
- Homeless Prevention (HP) program participants are limited to internal referrals from Caritas housing programs. HP program participants are only enrolled when other housing programs are not able to provide the necessary services to avoid participants re-entering homelessness.

4. Catholic Charities of Central Texas (CCCTX) serves clients of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin.

- Clients are individuals and families of all ages, faiths, and ethnic backgrounds facing the risk of homelessness due to a recent financial crisis.
- The prospective clients call the main agency phone number and select the option for financial assistance from either an English or Spanish menu. Phone messages are returned within three business days.
- Prospective clients are screened for eligibility using both the homeless prevention scoring method and the BSS+C screening tool.

5. Family Eldercare (FEC) provides services to seniors and adults with disabilities. Core services include Money Management, Service Coordination, and Rapid Rehousing for Older Adults. To be eligible for BSS+ C individuals must meet the target population and receive Social Security or VA benefits and meet BSS+C eligibility requirements. Internal and external referrals are accepted. Clients need to be co-enrolled in one of the FEC programs.

6. Foundation for the Homeless (FFH) provides a complete array of housing services for family's currently experiencing homelessness. Eligibility for program participants includes:

- External participants are referrals from Coordinated Assessment [CA] and include the Head of Household with at least one child under the age of 18 who are experiencing or are at risk of homelessness.
- Some referrals come from FFH's internal programs, case managers and/or other agency staff members and, then, are screened for BSS+ eligibility.
- Clients must be Travis County residents.
- Households must be at or below 200% FPL [Federal Poverty Level]
- Exceptions are made to assist referrals from other program agencies on a case-by-case basis.

7. Front Steps (FS) Eligibility criteria for BSS+C includes:

- Households' currently experiencing homelessness, most of whom are single, adult men.
- Clients referred through Coordinated Assessment who have scored within the RRH range and are

Program Work Statement

receiving Case Management services through various Front Steps programs. Exceptions may be made for internal clients in Case Management services who may need short-term RRH services to resolve barriers before accessing PSH-level services.

8. Goodwill Central Texas (GW) is a collaborative partner of the BSS+C. Program participants include:

- Households of all sizes at risk of homelessness and those experiencing homelessness, including individuals/families facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other population served includes youth and low income households.

- Referrals to BSS+C are made internally through Career Case Managers and other Goodwill Staff.
- To be eligible for services through BSS+C participants must be currently enrolled and active in a Goodwill Workforce Advancement program.

9. LifeWorks (LW) offers clients a full continuum of housing services, all of which specifically serve youth and young adults who are at risk of currently experiencing homelessness. In addition to housing services, LW also offers counseling, education and workforce development. To be eligible for BSS+ youth and young adults must be under the age of 26. Clients must be enrolled in another LifeWorks program and/or referred through a Youth Homelessness Demonstration Project specific program to be eligible for services."

10. Meals on Wheels Central Texas (MOWCTX) offers services to households that meet the below eligibility requirements:

- Households experiencing a housing crisis; prioritizes seniors and people with disabilities.
- Participants are referred via our internal programs then screened for BSS+ eligibility.
- Exceptions are made to assist referrals from other program agencies on a case by case basis.

11. SAFE Alliance provides services to survivors of sexual assault and exploitation, domestic violence, and child abuse. Our direct service area is Central Texas (City of Austin and/or Travis County) and eligibility for BSS+ services includes:

- Financial crisis is due to sexual assault or exploitation, domestic violence, and/or child abuse
- Participants are screened through the SAFEline for all SAFE services, then directed to Community Resource Advocacy for case management
- External and internal referrals complete an intake with Community Resource Advocacy staff
- BSS+ program eligibility requirements for residency and income may be waived for the SAFE Alliance, as majority of clients fall under domestic violence exemption.

12. The Salvation Army (TSA) clients include homeless individuals and families (majority are single mothers with children), low-income households, persons with disabilities, victims of domestic violence, and veterans. Referrals to BSS+C are made internally through a case manager of Passages I, or Passages II Rapid Rehousing.

Additional eligibility guidelines include:

- In addition to BSS+C eligibility requirements, clients must meet the eligibility criteria specified by the partner agency through which they are applying.
- At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria.
- Households can only be enrolled in BSS+C at one partner agency at a time.
- Previous BSS+C one-time financial assistance and case managed clients will not be eligible for BSS+C services for a period of 12 months after their exit date from BSS+C, verified using HMIS data.
- BSS+C partners use standardized eligibility and enrollment forms that ensure quality client service and consistent data collection as well as a standard client file checklist.

Program Work Statement

Program Services and Delivery

The BSS+C program utilizes multiple overarching strategies:

A. No Wrong Door - Together, the 12 partner agencies present 12 points of entry for access to housing stability, rapid re-housing and basic needs services. Households fully benefit from the diversity of partners' missions.

B. Homeless Prevention and Rapid Rehousing Services with Direct Financial Assistance – Case management is the foundation for all BSS+C strategies. The program provides comprehensive case management and basic needs services (rent, mortgage, utility assistance and housing supports) for households experiencing homelessness (Rapid Rehousing) and housed clients who are experiencing a housing crisis (Homelessness Prevention). BSS+ agencies have the option to deliver BSS+ services for rapid rehousing households, homelessness prevention households or both.

For clients entering the program at risk of losing their housing, a homeless prevention strategy is used to prevent the individual or family from falling into homelessness. Case management, debt reduction, advocacy with the housing provider, mediation, flexible financial assistance and connection to needed resources (ex: mental health services, child care assistance, medical services, etc.) are all common strategies used.

For clients being enrolled as rapid re-housing, the goal is to transition them out of homelessness and into a permanent housing destination as quickly as possible so they do not fall deeper into homeless services such as shelters, etc. Community Housing Specialists (CHS) are utilized to identify affordable and safe units within the residency area to rehouse these clients. In addition to CHS services, case managers will assist rapid rehousing clients with removing housing barriers, increasing income and establishing connections to public benefits, and the provision of flexible financial assistance through progressive engagement techniques which improves outcomes and reduces the probability of households returning to homelessness once the program has concluded.

C. Comprehensive Case Management – Provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other community resources.

D. Landlord Outreach – Landlord Outreach Specialists (LOS) Community Housing Specialists (CHS) provide outreach and build relationships with prospective landlords with the goal of developing a pool of safe, affordable housing in which clients can be placed. LOS also work with clients to complete housing applications and serve as client advocates.

Services provided through BSS+C fall into the following categories:

One-Time Financial Assistance

A client will be eligible for One-Time Financial Assistance if they can become housing stable with the limited financial assistance and no case management is required. The BSS+ Screening Tools and the Housing Stability Assessment Tool are used to determine if a household is suitable for One-Time Financial Assistance. To allow flexibility, a household may be enrolled in one-time assistance and come back for case management services within 30 days. After 30 days, the client (and their household members) must wait 1 year from exit to reapply for BSS+C. Case Manager must give full disclosure of these rules to the client at time of program eligibility and screening. Remaining One Time Financial Assistance direct financial assistance total is subtracted from the case management cap. The household is allowed access to the remainder of the case management direct financial assistance cap.

Program Work Statement

Direct client One Time Financial Assistance (OTFA) caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. These payments will be provided on behalf of a client with the anticipation that no additional assistance will be needed in the next 12 months. Case management dollars are not associated with this assistance, though one-time case management resource and referral will be provided.

Eligible one-time financial assistance includes:

- One-time Rent /Move-In Deposits Payment
- One-time Mortgage Payment
- One-time Utility/Move-In Deposits Payment
- Housing Supports

Case Managed Financial Assistance

A client will be eligible for Case Management services and direct client financial assistance up to a capped amount during their eligibility in the program when One-Time Financial Assistance will not yield housing stability and case management is required. Case Managed Financial Assistance caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. Exceptions may be made to exceed caps, based on household need with the approval of agency management staff and BSS+C administration staff.

Case Management: Clients are required to meet regularly with their Case Manager; design and implement steps indicating progress toward self-sufficiency; and work on designated goals including financial management, life skills, debt reduction, credit repair, employment, and income benefits. Amount and intensity of case management service will be determined on a case-by-case basis, not to exceed 24 months.

Eligible Case Managed financial assistance includes:

Rent /Move-In Deposits: Includes first-month rent, security deposits for lease of a new unit, application fees, and other move-in expenses.

Utility/Move-In Deposits: Includes utility deposits for lease of a new unit, utility application fees, and payment of past due utility debt so new services can be started.

Rent Assistance: This category of assistance is for households that require several months of rental assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Short-Term Mortgage Payment: Assistance with mortgage payments keep an individual or family in the home that they own and in which they reside. Amount of assistance is determined on individual basis and case plan.

Utility Assistance: This category of assistance is for households that require several months of utility assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Housing Location: A Housing Locator will identify properties suitable for clients, maintain a housing directory of available units, serve as a liaison between the landlord and client, and provide basic housing

Program Work Statement

counseling to the case managers to empower their clients. Housing Location will be provided through Landlord Outreach Specialists employed by and located at Caritas of Austin.

Mediation and Legal Services: Includes referral to and support services from agencies, primarily Austin Tenants Council and Texas Rio Grande Legal Aid, for protection of tenant rights, provision of landlord and tenant education, and assessment of fair housing and housing discrimination issues.

Housing Supports: Housing supports include but are not limited to items such as food, furniture, basic household necessities and transportation may be provided as needed. Small home repair services may also be provided to keep individuals and families housed. Small home repairs require multiple quotes. All housing supports must be directly linked to housing stability. Case Managers will be asked to submit a statement of need, proper documentation, and follow guidelines for appropriate pricing.

Identification Assistance: Includes the payment for identification documents necessary for a client to obtain employment and/or housing. Identification documents include: birth certificates, social security cards, new/renewed state identification card, and driver's license.

1. AIDS Services of Austin (ASA) stabilizes its clients in housing, provide access to support services, and retains them in medical care. BSS+C will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS or those considered at high risk of HIV infection. Direct services include preventing the spread of the disease through awareness, education and HIV testing. Services available for clients meeting eligibility requirements: medical and non-medical case management, HIV testing, housing assistance, rent, utilities and housing supports.

2. Any Baby Can (ABC) ABC's BSS+C program will help families become stably housed by providing rent and utilities assistance, financial literacy, and housing case management to help parents/caregivers to become self-sufficient. ABC services are provided through home visitation programs and community classes/groups. ABC believes that every child deserves a strong family.

3. Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Caritas provides a services continuum for those experiencing a housing crisis that begins with securing sustainable housing as a foundation to meet the long-term needs of the household. Caritas uses best practices and the Rapid Re-Housing model to inform service delivery. Most referrals – individuals and families - come through Coordinated Assessment and are literally homeless upon program entry (a limited amount of participants come from internal Housing Prevention referrals). Participants receive case management services that focus on housing stability; increasing and maintaining income; financial literacy; connecting participants to community supports to address their physical, emotional, and psychological needs. Caritas' case management uses a strengths-based approach by identifying and building upon program participants' strengths to lessen housing and income barriers, and support overall wellbeing.

4. Catholic Charities of Central Texas (CCCTX) helps families and individuals avoid homelessness and achieve financial security through one-on-one financial coaching and emergency financial assistance. BSS+C assistance is used to help clients become housing stable. CCCTX works to help families move out of poverty by providing services including: general case management, information and referrals, immigration legal services, disaster relief services, mental health services, and parenting and pregnancy education.

5. Family Eldercare (FEC) supports clients to live independently in the community; preventing exploitation and ensuring financial and housing stability through money management and service coordination. Services include homeless prevention, rapid rehousing and comprehensive case

Program Work Statement

management. Services are provided to seniors and adults with disabilities who are low income and need assistance to manage and/or apply for benefits, address housing barriers and obtain/maintain housing. BSS+C services will primarily be used for rent, mortgage, utilities assistance and basic household items.

6. Foundation for Homeless (FFH) helps families with minor children avoid homelessness and achieve stable housing through one-on-one case management services. This includes financial coaching and budgeting, financial assistance to lessen housing and income barriers, debt reduction, and connecting families to other community resources. Other assistance includes, paying for utilities and basic household items. FFH uses partner agency BSS+ Community Housing Specialists to find apartments and /or homes to lease.

7. Front Steps (FS) programs include the Recuperative Care Project for medically vulnerable individuals, the Housing Program offering supportive services for those exiting homelessness, the Support Services for Veteran Families, and the AmeriCorps/Keep Austin Housed Program serving homeless/at-risk/formerly homeless individuals in the community. FS provides a full range of rapid rehousing as well as housing support services, and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. Four heavily utilized components of the ARCH provide indispensable services to homeless individuals:

- The Day Resource Center (DRC) serves homeless men, women, and accompanied children.
- The ARCH Day Sleep program (a component of the DRC) serves homeless men and women.
- The ARCH overnight shelter serves homeless men.
- The ARCH shelter case management programs serves individuals experiencing homelessness.

8. Goodwill Central Texas (GW) enhances the quality of life facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other populations served include youth and low income households. BSS+C services will be utilized to assist clients with housing barriers and obtain/maintain housing.

9. LifeWorks (LW) provides a continuum of services for youth and young adults at risk of or currently experiencing homelessness that include over 18 programs which include housing, counseling, and education and workforce development. BSS+ services will be utilized to assist youth and young adults with housing barriers and obtain/maintain housing. All rapid re-housing referrals to the LW BSS+ program come through Coordinated Assessment.

10. Meals on Wheels Central Texas (MOWCTX) delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWCTX additional services include minor and major home repairs; grocery shopping assistance; a monthly supply of shelf-stable groceries; extra, daily, shelf-stable meals for the nutritionally at-risk; veteran services; problem-solving therapies; rural meal delivery; Alzheimer's respite; and pet food and pet health care for their clients' dogs and cats. If the client/household is found to need case management the case is moved from its supportive team to its CARE TEAM who will complete eligibility screening for household needs/stability.

11. SAFE Alliance (SA) provides crisis intervention, counseling, prevention, education, long term support and advocacy services and programs designed to end sexual and domestic violence. Free and

Program Work Statement

confidential services are provided to those who have been impacted by sexual or domestic violence. Eligible clients may receive emergency shelter, hospital and legal advocacy, case management, financial assistance for rent, utilities, and housing supports. BSS+C program eligibility requirements for residency and income are waived for SAFE Alliance; all clients fall under domestic violence exemption.

12. The Salvation Army (TSA) provides permanent supportive housing, emergency shelter, disaster relief, rapid rehousing, and homelessness prevention services. BSS+C will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Direct client assistance is primarily used to alleviate boundaries to housing/self-sufficiency, to rapidly rehouse clients in affordable rental units and assist with becoming financially stable. Clients reside at the Social Service multi population emergency shelter and the Austin Shelter for Women and Children.

System for Collecting and Reporting Program Data

Each of the BSS+C service providers participates in the HMIS through ServicePoint, except for SAFE Alliance who uses a web-based software Apricot which is a comparable database to HMIS. Client eligibility documents and services are collected and stored in paper files and HMIS. Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, percentage of federal poverty level chart and monthly gross annualized income calculation tool. Common program forms are used including eligibility and enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake.

As the lead and fiscal agent for BSS+C, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality checks are performed with the 12 BSS+C agencies to ensure compliance with data entry guidelines.

Partner MOUs outline expectations and timelines for program implementation and data collection. Caritas has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is requested. Monthly summary reports are sent to BSS+C agencies to confirm all client data and services. All BSS+C client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

Performance Evaluation

The Caritas Program Director of BSS+C and Evaluation monitors expenditures and client data at least monthly, utilizing HMIS reports, a check request log, and reports from Caritas' accounting system. Program expenditure and performance data is reported through the Chief Financial Officer to the Caritas President/CEO and finally to the Caritas Board of Directors on a monthly basis. Additionally, BSS+ Executives and/or Program Managers from BSS+C partner agencies meet at least monthly to evaluate expenditures, client performance, and to make recommendations for program improvement.

Quality Improvement

The real-time, client level data in HMIS allows issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+C program is meeting its

Program Work Statement

intended benchmarks and facilitate program improvements among the partner agencies. Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+C Program. A BSS+C website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program performance, and provide tools. Caritas also performs two annual onsite monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

When challenges or problems are identified, management and lead partner BSS+C staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions, whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others.

Meetings between BSS+C Partner Executives also allow for high level discussion of program operations and potential improvements.

Service Coordination with Other Agencies

Caritas works closely with BSS+C partners and innumerable community agencies. BSS+C Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients; for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.

Through agency Releases of Information (ROI) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI, then BSS+C Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount.

Service Collaboration with Subgrantees

BSS+C is a collaboration among 12 area nonprofit service providers. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches diverse populations. Roughly half of the service providers offer services which are focused on those who are currently experiencing homelessness and the other half of the service providers are focused on preventing homelessness. BSS+C was built on the premise of "no wrong door" for clients so they may receive all services from their home agency ensuring those in need receive the specific type of service their unique situation requires.

The Caritas of Austin BSS+C Admin Team serve as the conduit for all things BSS+C. This team handles daily communication to/with the partners, monitors the budget and progress on service goals, does all HMIS data quality for 12 agencies, prepares all required reporting for funders, meets with partner agencies to do twice yearly pre-monitoring visits, prepares the materials for all and oversees most of the BSS+C meetings, provides on-going technical assistance and customer services, processes all client check requests – rough 350-400 monthly, maintains the BSS+C website, designs and produces BSS+C collateral material, and more.

The Executives of each BSS+C partner agency meet every other month. The sitting chair oversees the meetings which are two hours in length and typically held at the agency of the sitting chair. The chair and co-chair rotate in October of each year. The purpose of the meetings are to get an update on financials, analysis of spending trend, progress on meeting goals, vote on action items and an opportunity to discuss issues in the community which impact homeless prevention and homeless services. Partner agency program managers meet monthly with the Caritas of Austin BSS+C Admin

Program Work Statement

team. The purposes of these meetings are to educate, and have an opportunity for open dialogue regarding successes, challenges and improvements for the BSS+C program. Partner agency case managers meet from time-to-time (these are less formal meetings) so there can be discussion around client and housing issues. The BSS+C utilize formal written policies and procedures as a foundation in operating the collaborative.

Community Planning Activities

Caritas is highly involved in community planning activities through its participation on boards, advisors and participants in committees such as:

- ECHO (Continuum of Care): Rapid Rehousing, homelessness prevention, and coordinated assessment
- Disability Rights Texas Board Membership: protection for individuals with disabilities
- Austin Energy Consumer Committees: plan discounts and payment plans for low-income
- CAN (Community Advancement Network): leverages resources to help the community
- Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates
- Downtown Austin Alliance: planning citizen safety, helps the homeless, social services
- Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing
- JSC School & Family Work Group: plan to create stable communities for students
- Texas Homeless Network: work to support groups who prevent and end homelessness
- Austin Tenants Council: works to advocate on behalf of low-income clients
- Texas Rio Grande Legal Aid: Provides free legal services to low-income residents

Contract Term: 09/01/2015 - 09/30/2021
 Program Period: 10/01/2020 - 09/30/2021

Program Performance

Output - Unduplicated Clients Served

City Goal	Other Funding Goal	Total Program Goal
2,890	26	2,916

Output(s) - Supplemental

	City Goal	Other Funding Goal	Total Program	City Percentage
Total Number of Unduplicated One-Time Financial Assistance Clients Served	202	2	204	99.02%
Total Number of Unduplicated Case Managed Clients Served	2,688	24	2,712	99.12%

Output(s) - Productivity

Average number of days to housing from program entry date to move-in date

Goal
90.00

Outcomes - City Business Plan

HOUSING, HOMELESS INTERVENTION, BASIC NEEDS

(Numerator / Denominator = Rate)

Numerator	1A: Number of households at risk of homelessness that maintain housing	345
Demoninator	1A: Number of households receiving assistance	460
Rate	1A: Percent of households at risk of homelessness that maintain housing	75.00%

HOUSING, HOMELESS INTERVENTION, BASIC NEEDS

(Numerator / Denominator = Rate)

Numerator	1B: Number of case-managed households that transition from homelessness into housing	200
Demoninator	1B: Number of households that exit the program	285
Rate	1B: Percent of case-managed households that transition from homelessness into housing	70.18%

Program Budget and Narrative

	City Funds	Other Funds	Total
Personnel			
Salaries	\$637,400.00	\$3,000.00	\$640,400.00
Fringe and Payroll Taxes	\$0.00	\$0.00	\$0.00
	\$637,400.00	\$3,000.00	\$640,400.00
Operations			
General Operations	\$115,000.00	\$0.00	\$115,000.00
Outsourced Professional Services	\$0.00	\$0.00	\$0.00
Supplemental Programmatic Services	\$0.00	\$0.00	\$0.00
Training/Travel Outside Austin and/or Travis County	\$1,000.00	\$0.00	\$1,000.00
	\$116,000.00	\$0.00	\$116,000.00
Assistance to Clients			
Rental/Mortgage Assistance	\$1,819,571.00	\$27,000.00	\$1,846,571.00
General Housing Assistance	\$216,000.00	\$0.00	\$216,000.00
Direct Client Assistance	\$4,000.00	\$0.00	\$4,000.00
Client Food and Beverage	\$0.00	\$0.00	\$0.00
	\$2,039,571.00	\$27,000.00	\$2,066,571.00
Capital Outlay			
Capital Outlay - \$5,000.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Deliverables Amount			
Deliverables Amount	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Subgrantees/Subrecipients			
Personnel-Sub	\$0.00	\$0.00	\$0.00
Operations-Sub	\$0.00	\$0.00	\$0.00
Direct Client Assistance-Sub	\$0.00	\$0.00	\$0.00
Other-Sub	\$909,297.00	\$0.00	\$909,297.00
	\$909,297.00	\$0.00	\$909,297.00
Program Income			
Program Income (Zero dollars budgeted for monthly credit)	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Other			
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Total	\$3,702,268.00	\$30,000.00	\$3,732,268.00

Program Budget and Narrative

Personnel

Salaries, benefits, fringe and employment taxes for direct services and administrative staff working on the program.

Operations

Occupancy, utilities, insurance, security, janitorial, pest control, audit, employee parking, maintenance/repairs, telephone/internet, IT hardware and software, HMIS user licenses and reporting tools, viewing and adhoc licenses, database, website maintenance, supplies, postage, payroll fees, printing, reproduction, staff mileage reimbursement, translation/interpretation, in-county staff training and other overhead expenses.

Mileage, per diem, airfare and bus reimbursement to attend conferences related to the program. Registration fees.

Assistance to Clients

Rent/Mortgage Assistance - Forward rent and utility payments, rent and utility arrears, deposits and application fees.

General Housing Assistance - Household furniture, identification costs, moving fees, basic household necessities, client transportation reimbursement for mileage, bus or taxi, employment support, small home repairs, other types of assistance that directly relate to clients obtaining or maintaining stable housing.

Direct Client Assistance - Gift cards to Walmart and HEB

Capital Outlay

Deliverables Amount

Program Subgrantees

Case managers, general operating expense allowance, mileage reimbursement for staff travel inside Travis County, HMIS user licenses and reporting tools, supervisory time, conference registration fees, audit fees, insurance, hardware and software and other overhead expenses that relate to the program.

Program Income

Other

Contract Term: 09/01/2015 - 09/30/2021

Program Period: 10/01/2020 - 09/30/2021

Program Subgrantees**Subgrantee Information**

Subgrantee Name AIDS Services of Austin
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 195
Services to Perform Case management, general operating expenses

Subgrantee Amounts

City	Other	Total
\$126,522.00	\$0.00	\$126,522.00

Subgrantee Information

Subgrantee Name Any Baby Can
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 475
Services to Perform Case management, general operating expenses

Subgrantee Amounts

City	Other	Total
\$102,225.00	\$0.00	\$102,225.00

Subgrantee Information

Subgrantee Name Catholic Charities of Central Texas
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 270
Services to Perform Case management, general operating expenses

Subgrantee Amounts

City	Other	Total
\$123,803.00	\$0.00	\$123,803.00

Contract Term: 09/01/2015 - 09/30/2021

Program Period: 10/01/2020 - 09/30/2021

Program Subgrantees**Subgrantee Information**

Subgrantee Name Family Eldercare
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 220
Services to Perform Case management, general operating expenses

Subgrantee Amounts

City	Other	Total
\$65,012.00	\$0.00	\$65,012.00

Subgrantee Information

Subgrantee Name Foundation for the Homeless
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 230
Services to Perform Case management, general operating expenses

Subgrantee Amounts

City	Other	Total
\$62,948.00	\$0.00	\$62,948.00

Subgrantee Information

Subgrantee Name Front Steps
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 140
Services to Perform Case management, general operating expenses

Subgrantee Amounts

City	Other	Total
\$98,113.00	\$0.00	\$98,113.00

Subgrantee Information

Subgrantee Name Goodwill Industries of Central Texas
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 290
Services to Perform Case management, general operating expenses

Contract Term: 09/01/2015 - 09/30/2021

Program Period: 10/01/2020 - 09/30/2021

Program Subgrantees

		<u>Subgrantee Amounts</u>		
		City	Other	Total
		\$100,068.00	\$0.00	\$100,068.00

Subgrantee Information

Subgrantee Name LifeWorks
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 90
Services to Perform Case management, general operating expenses

		<u>Subgrantee Amounts</u>		
		City	Other	Total
		\$50,658.00	\$0.00	\$50,658.00

Subgrantee Information

Subgrantee Name Meals on Wheels
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 125
Services to Perform Case management, general operating expenses

		<u>Subgrantee Amounts</u>		
		City	Other	Total
		\$55,752.00	\$0.00	\$55,752.00

Subgrantee Information

Subgrantee Name The SAFE Alliance
Subgrantee Start Date 10/01/2020
Subgrantee End Date 09/30/2021
Unduplicated Clients 300
Services to Perform Case management, general operating expenses

		<u>Subgrantee Amounts</u>		
		City	Other	Total
		\$73,840.00	\$0.00	\$73,840.00

Contract Term: 09/01/2015 - 09/30/2021
Program Period: 10/01/2020 - 09/30/2021

Program Subgrantees

Subgrantee Information

Subgrantee Name	The Salvation Army
Subgrantee Start Date	10/01/2020
Subgrantee End Date	09/30/2021
Unduplicated Clients	360
Services to Perform	Case management, general operating expenses

Subgrantee Amounts

City	Other	Total
\$50,356.00	\$0.00	\$50,356.00

Subgrantee Summary

City Total Amount	\$909,297.00
Other Total Amount	\$0.00
Grand Total Amount	\$909,297.00
Unduplicated Clients Total	2,695



City of Austin

Social Services Compensation Terms

1. The Grantee shall expend City funds according to the approved budget categories described in Exhibit B.1, Program Budget and Narrative, or Exhibit A.1, Program Work Statement (Deliverables), as applicable.
2. **Request for Payment**

Payment to the Grantee shall be due 30 calendar days following receipt by the City of the Grantee's fully and accurately completed payment request, using the City's contract management system. The payment request must be submitted to the City no later than 11:59 p.m. Central Standard Time 25 calendar days following the end of the month covered by the payment request. **If the 25th calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the payment request is extended to no later than 11:59 p.m. Central Standard Time of the 1st weekday immediately following the weekend or holiday.**
3. **Documentation**
 - 3.1. **FOR DELIVERABLE AGREEMENTS:** Grantee must provide the City with supporting documentation as described in Exhibit A.1, Program Work Statement (Deliverables) for each monthly Payment Request where an agreement deliverable is being submitted.
 - 3.2. **FOR REIMBURSEABLE AGREEMENTS:** Grantee must provide the City with supporting documentation for each monthly payment request which includes, but is not limited to, a report of City Agreement expenditures generated from the Grantee's financial management system.
 - 3.2.1. Appropriate supporting documentation includes:
 - General Ledger Detail report from the Grantee's financial management system
 - Transaction Detail by Account Report from the Grantee's financial management system
 - Other reports that meet all of the following specifications:
 - produced from the Grantee's accounting system with no manual changes or adjustments
 - submitted in PDF format
 - includes date the report was created
 - demonstrates specific expenses for which reimbursement is being requested
 - demonstrates that City of Austin funds are maintained in a separate numbered bank account or standalone general operating account that includes only City expenses and reimbursements.
4. **Right of Final Approval.**

The City retains right of final approval of any supporting documentation submitted before a payment request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the payment request. The City reserves the right to modify the required supporting documentation, as needed.

4.1 Unless otherwise expressly authorized in the Agreement, the Grantee shall pass through all Subagreement and other authorized expenses at actual cost without markup.

4.2 Federal excise taxes, state taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

5. Payment.

5.1 All requests accepted and approved for payment by the City will be paid within 30 calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without the information required in Section 3 cannot be processed, will be returned to the Grantee, and City will make no payment in connection with such request.

5.2 If payment is not timely made, (per this paragraph), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until 10 calendar days after the grounds for withholding payment have been resolved.

5.3 The City may withhold or set off the entire payment or part of any payment otherwise due the Grantee to such extent as may be necessary on account of;

5.3.1 delivery of unsatisfactory services by the Grantee;

5.3.2 third party claims, which are not covered by the insurance which the Grantee is required to provide, are filed or reasonable evidence indicating probable filing of such claims;

5.3.3 failure of the Grantee to pay Subgrantees, or for labor, materials or equipment,

5.3.4 damage to the property of the City or the City's agents, employees or Grantees, which is not covered by insurance required to be provided by the Grantee;

5.3.5 reasonable evidence that the Grantee's obligations will not be completed within the time specified in the Agreement, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;

5.3.6 failure of the Grantee to submit proper payment requests with all required attachments and supporting documentation;

5.3.7 failure of the Grantee to comply with any material provision of the Agreement; or

5.3.8 identification of previously reimbursed expenses determined to be unallowable after payment was made.

5.4 Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City. Payment will be made by check unless the parties mutually agree to payment by electronic transfer of funds.

6. **Non-Appropriation.** The awarding or continuation of this Agreement is dependent upon the availability of funding and authorization by Council. The City's payment obligations are payable only and solely from funds appropriated and available for this Agreement. The absence of appropriated or other lawfully available funds shall render the Agreement null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Grantee. The City shall provide the Grantee written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Agreement, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Agreement. In the event of non- or inadequate appropriation of funds, there will be no penalty or removal fees charged to the City.

7. **Travel Expenses** All approved travel, lodging, and per diem expenses in connection with the Agreement for which reimbursement may be claimed by the Grantee under the terms of the Agreement will be reviewed against the City's Travel Policy and the current United States General Services Administration Domestic Per Diem Rates (Rates) as published and maintained on the Internet at:

<http://www.gsa.gov/portal/category/21287>

No amounts in excess of the Travel Policy or Rates shall be paid. No reimbursement will be made for expenses not actually incurred. Airline fares other than coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulation.

8. **Final Payment and Close-Out**

8.2 The making and acceptance of final payment will constitute:

8.2.1 a waiver of all claims by the City against the Grantee, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Grantee to comply with the Agreement or the terms of any warranty specified herein, regardless of when the cause for a claim is discovered (4) arising from the Grantee's continuing obligations under the Agreement, including but not limited to indemnity and warranty obligations, or (5) arising under the City's right to audit; and

8.2.2 a waiver of all claims by the Grantee against the City other than those previously asserted in writing and not yet settled.

9. **Financial Terms**

9.2 The City agrees to pay Grantee for services rendered under this Agreement and to reimburse Grantee for actual, eligible expenses incurred and paid in accordance with all terms and conditions of this Agreement. The City shall not be liable to Grantee for any costs incurred by Grantee which are not reimbursable as set forth in Section 10 of this Exhibit.

9.3 The City's obligation to pay is subject to the timely receipt of complete and accurate reports as set forth in Section 3 of the Agreement, and any other deliverable required under this Agreement.

9.4 Payments to the Grantee will immediately be suspended upon the occasion of any late, incomplete, or inaccurate report, audit, or other required report or deliverable under this Agreement, and payments will not be resumed until the Grantee is in full compliance.

9.5 The City shall not be liable to Grantee for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Grantee which were: a) incurred prior to the effective date of this Agreement or outside the Agreement period as referenced in Section 2.1, or b) not billed to the City within 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

9.6 Grantee agrees to refund to the City any funds paid under this Agreement which the City determines have resulted in overpayment to Grantee or which the City determines have not been spent by Grantee in accordance with the terms of this Agreement. Refunds shall be made by Grantee within 30 calendar days after a written refund request is submitted by the City. The City may, at its discretion, offset refunds due from any payment due Grantee, and the City may also deduct any loss, cost, or expense caused by Grantee from funds otherwise due.

9.7 Grantee shall deposit and maintain all funds received under this Agreement in either a separate numbered bank account or a general operating account, either of which shall be supported with

the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Agreement. The Grantee's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Agreement are disbursed. Grantee must be able to produce an accounting system-generated report of exact expenses or portions of expenses charged to the City for any given time period.

- 9.8 Grantee is required to utilize an online Agreement management system for billing and reporting in accordance with the City's guidelines, policies, and procedures. Grantee is responsible for all data entered/edited under its unique username, as well as all required but omitted data.
- 9.9 Grantee shall expend the City budget in a reasonable manner in relation to Agreement time elapsed and/or Agreement program service delivery schedule. If cumulative expenditures are not within acceptable amounts, the City may require the Grantee to: 1) submit an expenditure plan, and/or 2) amend the Agreement budget amount to reflect projected expenditures, as determined by the City.

10. Allowable and Unallowable Costs

The City shall make the final determination of whether a cost is allowable or unallowable under this Agreement.

- 10.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in the attached Program Exhibits, directly and specifically in the performance of this Agreement, and in conformance with the Agreement Exhibits. Grantee agrees that, unless otherwise specifically provided for in this Agreement, payment by the City under the terms of this Agreement is made on a reimbursement basis only; Grantee must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Agreement and subject to payment by the City. Expenses incurred during the Program Period may be paid up to 30 days after the end of the Program Period and included in the Final Payment Request for the Program Period, which shall be due no later than 11:59 p.m. CST 5 calendar days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

- 10.1.1 To be allowable under this Agreement, a cost must meet all of the following general criteria:

- Be reasonable for the performance of the activity under the Agreement
- Conform to any limitations or exclusions set forth in this Agreement
- Be consistent with policies and procedures that apply uniformly to both government- financed and other activities of the organization
- Be determined and accounted in accordance with generally accepted accounting principles (GAAP)
- Be adequately documented

- 10.2 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Agreement constitutes "written authorization." The item shall be specifically identified in the budget. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alteration, construction, or relocation of facilities;
2. Cash payments, including cash equivalent gift cards such as Visa, MasterCard, and American Express;
3. Equipment and other capital expenditures;

4. Interest, other than mortgage interest as part of a pre-approved budget under this Agreement;
5. Organization costs (costs in connection with the establishment or reorganization of an organization);
6. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over \$5,000;
7. Selling and marketing; or
8. Travel/training outside Travis County.

10.3 The following types of expenses are specifically **not allowable** with City funds under this Agreement. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alcoholic beverages;
2. Bad debts;
3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity;
4. Contingency provisions (funds) (*Self-insurance reserves and pension funds are allowable*);
5. Defense and prosecution of criminal and civil proceedings, claims, appeals, and patent infringement;
6. Deferred costs;
7. Depreciation;
8. Donations and contributions, including donated goods or space;
9. Entertainment costs, other than expenses related to client incentives;
10. Fines and penalties (including late fees);
11. Fundraising and development costs;
12. Goods or services for officers' or employees' personal use;
13. Housing and personal living expenses for organization's officers or employees;
14. Idle facilities and idle capacity;
15. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant;
16. Lobbying or other expenses related to political activity;
17. Losses on other agreements or casualty losses;
18. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Agreement;
19. Taxes, other than payroll and other personnel-related levies; or
20. Travel outside of the United States of America.

11. **Ownership of Property.**

11.1 Ownership title to all capital acquisition, supplies, materials or any other property purchased with funds received under this Agreement and in accordance with the provisions of the Agreement, purchased with City funds shall convey to the Grantee 2 years after purchase, unless notified by the City in writing.

11.1.1 If the services funded by this Agreement are provided in a facility owned by the City or leased from the Travis County, , ownership title to all capital acquisition, supplies, materials or any other property purchased with funds received under this Agreement shall remain with the City.

11.2 Written notification must be given to the City within 5 calendar days of delivery of nonexpendable property (defined as anything that has a life or utility of more than 1 year and an acquisition cost, including freight, of over \$5,000) in order for the City to effect identification and recording for inventory purposes. Grantee shall maintain adequate accountability and control over such property, maintain adequate property records, perform an annual physical inventory of all such property, and report this information in the Annual Agreement Progress Report, due as indicated in Section 4.2.3 of the Agreement, as well as in the Agreement Closeout Summary Report, as indicated in Section 4.2.4 of the Agreement.

11.3 In the event Grantee's services are retained under a subsequent agreement, and should Grantee satisfactorily perform its obligations under this Agreement, Grantee shall be able to retain possession of non-expendable property purchased under this Agreement for the duration of the subsequent agreement.

City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION,
ISRAEL VERIFICATION, INTERESTED PARTIES, CONFLICTS OF INTEREST

City of Austin, Texas
Human Rights Commission

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

- (B) (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

City of Austin
Minimum Standard Non-Discrimination in Employment Policy:

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer,

demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current nondiscrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

Term:

The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 14th day of October, 2020

CONTRACTOR Caritas of Austin

Authorized Signature

Title Chief Executive Officer

PROHIBITION OF BOYCOTT OF ISRAEL VERIFICATION

Pursuant to Texas Government Code §2271.002, the City is prohibited from contracting with any "company" for goods or services unless the following verification is included in this Contract:

- A. For the purposes of this Section only, the terms "company" and "boycott Israel" have the meaning assigned by Texas Government Code §2271.001.
- B. If the Grantee qualifies as a "company", then the Principal Artist verifies that he:
 - i. does not "boycott Israel"; and
 - ii. will not "boycott Israel" during the term of this Contract.
- C. The Grantee's obligations under this Section, if any exist, will automatically cease or be reduced to the extent that the requirements of Texas Government Code Chapter 2271 are subsequently repealed, reduced, or declared unenforceable or invalid in whole or in part by any court or tribunal of competent jurisdiction or by the Texas Attorney General, without any further impact on the validity or continuity of this Contract.

A COURT OF COMPETENT JURISDICTION HAS RECENTLY ENJOINED THE ABOVE STATE LAW. HOWEVER, IF THIS INJUNCTION IS LIFTED OR STAYED BY A COURT OR OTHER ENTITY OF COMPETENT JURISDICTION, THIS SECTION WILL BE AN ENFORCEABLE AND REQUIRED TERM OF YOUR CONTRACT WITH THE CITY. IF YOU DISAGREE WITH THE ABOVE SECTION OF THE CONTRACT, PLEASE STRIKE THROUGH IT OR INDICATE YOUR OBJECTION IN THE EXCEPTIONS SECTION. YOUR CONTRACT WILL NOT BE AFFECTED BY STRIKING THROUGH THIS PROVISION, AT THIS TIME.

INTERESTED PARTIES DISCLOSURE (FORM 1295)

As a condition to entering the Contract, the Business Entity constituting the Grantee must provide the following disclosure of Interested Parties to the City prior to the award of a contract with the City on Form 1295 "Certificate of Interested Parties" as prescribed by the Texas Ethics Commission for any contract award requiring City Council authorization. The Certificate of Interested Parties Form must be completed on the Texas Ethics Commission website, printed, and signed by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury. The City will verify the "Certificate of Interested Parties" with the Texas Ethics Commission prior to execution of the Agreement. The Grantee is reminded that the provisions of Local Government Code 176, regarding conflicts of interest between the bidders and local officials remains in place. Link to Texas Ethics Commission Form 1295 process and procedures below:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

CHAPTER 176 CONFLICT OF INTEREST DISCLOSURE

In accordance with Chapter 176 of the Texas Local Government Code, Grantee must file a Conflict of Interest Questionnaire (Questionnaire) with the Office of the City Clerk no later than 5:00 P.M. on the seventh (7th) business day after the commencement of contract discussions or negotiations with the City or the submission of an Offer, or other writing related to a potential Contract with the City, and update the questionnaire not later than seven (7) business days after becoming aware of an event that would make a statement in the questionnaire incomplete or inaccurate. Grantee has a continuing obligation to file the Questionnaire in accordance with the requirements of Chapter 176 of the Texas Local Government Code once it becomes aware of a need to do so. The Questionnaire is available on line at the following website for the City Clerk:

<http://www.austintexas.gov/department/conflict-interest-questionnaire>

There are statutory penalties for failure to comply with Chapter 176.



Amendment No. 9
to
Agreement No. 4700 NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN

(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **One Hundred Two Thousand and Fifty Six dollars (\$102,056)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 90,299	\$ 10,909,998
Amendment No. 6: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 3,702,268	\$ 14,612,266
Amendment No. 7: Modify Program Exhibits	\$ 0	\$ 14,612,266
Amendment No. 8: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020)	\$ 3,702,268	\$ 18,314,534
Amendment No. 9: Add One-Time funds to Agreement and modify Exhibits	\$ 102,056	\$ 18,416,590

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 4/21/2020]

4.0 The following Terms and Conditions have been MODIFIED:

4.1.2.1 For the Program Period of 10/1/2019 through 9/30/2020, the payment from the City to the Grantee shall not exceed \$3,804,324 (*Three Million Eight Hundred Four Thousand Three Hundred Twenty Four dollars*).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature: 

CARITAS OF AUSTIN
Jo Kathryn Quinn, President & CEO
611 Neches
Austin, TX 78701

Date: 4.23.2020

CITY OF AUSTIN

Signature: 

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 5/19/2020

Program Budget and Narrative

	City Funds	Other Funds	Total
Personnel			
Salaries	\$773,136.00	\$3,000.00	\$776,136.00
Fringe and Payroll Taxes	\$0.00	\$0.00	\$0.00
	\$773,136.00	\$3,000.00	\$776,136.00
Operations			
General Operations	\$72,950.00	\$0.00	\$72,950.00
Outsourced Professional Services	\$0.00	\$0.00	\$0.00
Supplemental Programmatic Services	\$0.00	\$0.00	\$0.00
Training/Travel Outside Austin and/or Travis County	\$1,700.00	\$0.00	\$1,700.00
	\$74,650.00	\$0.00	\$74,650.00
Assistance to Clients			
Rental/Mortgage Assistance	\$0.00	\$0.00	\$0.00
General Housing Assistance	\$0.00	\$0.00	\$0.00
Direct Client Assistance	\$1,761,241.00	\$27,000.00	\$1,788,241.00
Client Food and Beverage	\$0.00	\$0.00	\$0.00
	\$1,761,241.00	\$27,000.00	\$1,788,241.00
Capital Outlay			
Capital Outlay - \$5,000.00	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Deliverables Amount			
Deliverables Amount	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Subgrantees/Subrecipients			
Personnel-Sub	\$0.00	\$0.00	\$0.00
Operations-Sub	\$0.00	\$0.00	\$0.00
Direct Client Assistance-Sub	\$0.00	\$0.00	\$0.00
Other-Sub	\$909,297.00	\$0.00	\$909,297.00
	\$909,297.00	\$0.00	\$909,297.00
Program Income			
Program Income (Zero dollars budgeted for monthly credit)	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Other			
Other	\$286,000.00	\$0.00	\$286,000.00
	\$286,000.00	\$0.00	\$286,000.00
Total	\$3,804,324.00	\$30,000.00	\$3,834,324.00

Program Budget and Narrative

Personnel

Salaries, benefits, fringe and employment taxes for direct services and administrative staff working on the program.

Operations

Occupancy, utilities, insurance, security, janitorial, pest control, audit, employee parking, maintenance/repairs, telephone/internet, IT hardware and software, HMIS user licenses and reporting tools, viewing and adhoc licenses, database, website maintenance, supplies, postage, payroll fees, printing, reproduction, staff mileage reimbursement, translation/interpretation, in-county staff training and other overhead expenses.

Mileage, per diem, airfare and bus reimbursement to attend conferences related to the program. Registration fees.

Assistance to Clients

Forward rent and utility payments, rent and utility arrears, deposits and application fees.

Capital Outlay

Deliverables Amount

Program Subgrantees

Case managers, general operating expense allowance, mileage reimbursement for staff travel inside Travis County, HMIS user licenses and reporting tools, supervisory time, conference registration fees, audit fees, insurance, hardware and software and other overhead expenses that relate to the program.

Program Income

Other

Household furniture, identification costs, moving fees, basic household necessities, gift cards to Walmart and HEB, client transportation reimbursement for mileage, bus or taxi, employment support, small home repairs, other types of assistance that directly relate to clients obtaining or maintaining stable housing.



Amendment No. 8
to
Agreement No. 9100 NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars (\$3,702,268)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 90,299	\$ 10,909,998
Amendment No. 6: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 3,702,268	\$ 14,612,266
Amendment No. 7: Modify Program Exhibits	\$ 0	\$ 14,612,266
Amendment No. 8: Exercise Extension Option #2 (Oct. 1, 2019 – Sept. 30, 2020)	\$ 3,702,268	\$ 18,314,534

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 5/15/2019]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 5/15/2019]

Exhibit B.2 -- Program Subgrantees is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subgrantees**. [Revised 5/15/2019]

4.0 The following Terms and Conditions have been MODIFIED:

4.1.2.1 For the Program Period of 10/1/2019 through 9/30/2020, the payment from the City to the Grantee shall not exceed \$3,702,268 (*Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars*).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature: 

CARITAS OF AUSTIN
Jo Kathryn Quinn, President & Chief
Executive Officer
611 Neches
Austin, TX 78701

Date: 8.26.19

CITY OF AUSTIN

Signature: _____

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: _____

Program Performance Measures

<i>Contract Start</i> 10/1/2015		<i>Contract End</i> 9/30/2020			<i>Period Performance Start</i> 10/1/2019	<i>Period Performance End</i> 9/30/2020		
<i>Outputs</i>								
<i>OP #</i>	<i>Output Measure Description</i>				<i>Period Goal</i>			
			<i>City</i>	<i>Other</i>	<i>Total</i>			
1	Total Number of Unduplicated Clients Served		2890	26	2916			
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served		202	2	204			
3	Total Number of Unduplicated Case Managed Clients Served		2688	24	2712			
4	Average number of days to housing from program entry date to move-in date		90		90			

Program Performance Measures**Contract Start**
10/1/2015**Contract End**
9/30/2020**Period Performance Start**
10/1/2019**Period Performance End**
9/30/2020**Outcomes**

OC Item	Outcome Measure Description	Total Program Goal
1 Num	Number of households at risk of homelessness that maintain housing	345
1 Den	Number of households receiving assistance	460
1 Rate	Percent of households at risk of homelessness that maintain housing	75
2 Num	Number of case-managed households that transition from homelessness into housing	200
2 Den	Number of households that exit the program	285
2 Rate	Percent of case-managed households that transition from homelessness into housing	70.18

Program Budget and Narrative

Program Start 10/1/2019
Program End 9/30/2020

	City Share	Other	Total
Salary plus Benefits	\$671,080.00	\$3,000.00	\$674,080.00
General Operations Expenses	\$72,950.00	\$0.00	\$72,950.00
Program Subgrantees	\$909,297.00	\$0.00	\$909,297.00
Staff Travel	\$1,000.00	\$0.00	\$1,000.00
Conferences	\$700.00	\$0.00	\$700.00
Operations SubTotal	\$983,947.00	\$0.00	\$983,947.00
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$1,761,241.00	\$27,000.00	\$1,788,241.00
Other Assistance	Household items and housing supports needed for obtaining and maintaining housing	Please Specify	Please Specify
Other Assistance Amount	\$286,000.00	\$0.00	\$286,000.00
Direct Assistance SubTotal	\$2,047,241.00	\$27,000.00	\$2,074,241.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00
Total	\$3,702,268.00	\$30,000.00	\$3,732,268.00

Detailed Budget Narrative**Salaries plus Benefits**

Salaries, benefits, fringe and employment taxes for direct services and administrative staff working on the program.

General Op Expenses

Occupancy, utilities, insurance, security, janitorial, pest control, audit, employee parking, maintenance/repairs, telephone/internet, IT hardware and software, HMIS user licenses and reporting tools, viewing and adhoc licenses, database, website maintenance, supplies, postage, payroll fees, printing, reproduction, staff mileage reimbursement, translation/interpretation, in-county staff training and other overhead expenses

Program Subgrantees

Case managers, general operating expense allowance, mileage reimbursement for staff travel inside Travis County, HMIS user licenses and reporting tools, supervisory time, conference registration fees, audit fees, insurance, hardware and software and other overhead expenses that relate to the program.

Staff Travel

Mileage, per diem, airfare and bus reimbursement to attend conferences related to the program.

Conferences

Registration fees.

Food and Beverage**Financial Assistance**

Forward rent and utility payments, rent and utility arrears, deposits and application fees.

Other Assistance

Household furniture, identification costs, moving fees, basic household necessities, gift cards to Walmart and HEB, client

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Last Modified, If Applicable 5/15/2019 1:40:00 PM

Program Budget and Narrative

transportation reimbursement for mileage, bus or taxi, employment support, small home repairs, other types of assistance that directly relate to clients obtaining or maintaining stable housing

Capital Outlay

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2020

Subgrantee's Information

Name

Family Eldercare

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$65,012.00

Number of Clients to be Served: 220

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2020

Subgrantee's Information

Name

Catholic Charities of Central Texas

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$123,803.00

Number of Clients to be Served: 270

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2020

Subgrantee's Information

Name

The SAFE Alliance

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$73,840.00

Number of Clients to be Served: 300

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2020

Subgrantee's Information

Name

Meals on Wheels and More

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$55,752.00

Number of Clients to be Served: 125

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

Contract Term

Start Date 9/1/2015

End Date 9/30/2020

Subgrantee's Information

Name

The Salvation Army

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$50,356.00

Number of Clients to be Served: 360

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2020

Subgrantee's Information

Name

Front Steps

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$98,113.00

Number of Clients to be Served: 140

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2020

Subgrantee's Information

Name

Foundation for the Homeless

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$62,948.00

Number of Clients to be Served: 230

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2020

Subgrantee's Information

Name

Goodwill Industries of Central Texas

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$100,068.00

Number of Clients to be Served: 290

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2020

Subgrantee's Information

Name

LifeWorks

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$50,658.00

Number of Clients to be Served: 90

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2020

Subgrantee's Information

Name

AIDS Services of Austin

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$126,522.00

Number of Clients to be Served: 195

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2020

Subgrantee's Information

Name

Any Baby Can

Length of Term

Start Date 10/1/2019

End Date 9/30/2020

City of Austin Funded Amount \$102,225.00

Number of Clients to be Served: 475

Services to be subcontracted

Case management, general operating expenses



Amendment No. 7
to
Agreement No. NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.

2.0 The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 90,299	\$ 10,909,998
Amendment No. 6: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 3,702,268	\$ 14,612,266
Amendment No. 7: Modify Program Exhibits	\$ 0	\$ 14,612,266

3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 -- Program Work Statement is deleted in its entirety and replaced with a new
Exhibit A.1 -- Program Work Statement. *[Revised 12/28/2018]*

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a
new **Exhibit A.2 -- Program Performance Measures**. *[Revised 1/8/2019]*

- 4.0 MBE/WBE goals were not established for this Agreement.
- 5.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.
- 6.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 7.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature: 

CARITAS OF AUSTIN
Jo Kathryn Quinn, Executive Director
611 Neches
Austin, TX 78701

Date: 2.15.19

CITY OF AUSTIN

Signature: 

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 3.4.19

Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2019

Program Goals And Objectives

The Best Single Source Plus Collaborative, consisting of 12 agencies, provides individuals/families in Austin/Travis County with comprehensive housing stability resources (case management and basic needs services). BSS+C ensures that clients have access to basic necessities - starting with housing - and extending to food, clothing, physical/mental health care, and other supportive services.

Program Clients Served

The target population for BSS+C is individuals/families living in Austin/Travis County, at or below 200% federal poverty level (FPL), and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where their housing can be stabilized with limited financial assistance and with up to 12 months of case management, with option to extend up to 24 months. Program suitability is determined based on the specific type of enrollment, homelessness prevention (HP) or rapid re-housing (RRH).

-For households experiencing literal homelessness (RRH), program suitability is determined by use of the BSS+ RRH Initial Screening Form. Since households experiencing literal homelessness are exempt from the income threshold of 200% FPL and residency, this screener focuses on assessing for literal homelessness and reviews basic eligibility to ensure the household is not currently enrolled in BSS+ and has not been enrolled in the previous 12 months. The RRH screener also includes sections for the household's income, employment, and housing goals and ensures these goals align with the BSS+ service package. An option to offer one-time financial assistance remains available, but will require approval and signature from a supervisor.

-For households experiencing a housing crisis (HP), program suitability is determined by a scoring system from the assessment recommendations. The tool reviews basic eligibility such as residency, income, the crisis that puts their housing at risk and past or current BSS Plus enrollment status. The Actual Assistance Offered is also captured on the tool which includes an option for the Case Manager to select One Time Financial Assistance. If the assistance offered differs from the scoring recommendation, the Case Manager must state why and have their supervisor sign off. The specific process for completing the HP assessment will be outlined in the BSS Plus program manual.

Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Screenings. BSS+C partner agencies eligibility criteria are listed below.

1. AIDS Services of Austin (ASA) The ASA - BSS+ program provides assistance to individuals/ households experiencing a housing crisis or homelessness. To be eligible for housing services:

- Individual/household needs documentation of HIV+ /AIDS or
- HCV diagnosis
- Proof of enrollment in a PrEP or PEP Program
- Internal and External referrals are accepted and clients do not need to be co-enrolled in other ASA Programs.

2. Any Baby Can (ABC) serves children with medical needs and/or developmental delays, as well as parents who may be at risk for child abuse/neglect. Some of these families are at risk of losing their jobs or housing due to their child's healthcare needs or are living in poverty. If a family enrolled in an ABC program is experiencing housing instability, they are screened for eligibility for the BSS+C. ABC's BSS+C program eligibility includes:

- Current client of an Any Baby Can home visitation program.
- Travis County residents.
- Family is at or below 200% of the Federal Poverty Level.
- The family is undergoing a financial crisis that puts their housing at risk or are currently homeless.
- Family has not accessed BSS+ at any other agency in the BSS+C in the past 12 months.

3. Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Eligibility for program participants includes:

- At program enrollment, all head of household Rapid Re-Housing (RRH) program participants must be currently experiencing literal homelessness and/or fleeing or attempting to flee domestic violence, category I and IV of HUD's homeless definition.
- All head of household RRH program participants must have completed a coordinated assessment and be referred directly from the Coordinated Entry system. At time of enrollment, potential program participants' income and housing plan must align with what housing options are offered by the program.

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Program Work Statement

Contract Start Date**9/1/2015****Contract End Date****9/30/2019**

-Homeless Prevention (HP) program participants are limited to internal referrals from Caritas housing programs. HP program participants are only enrolled when other housing programs are not able to provide the necessary services to avoid participants re-entering homelessness.

4. Catholic Charities of Central Texas (CCCTX) serves clients of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin.

-Clients are individuals and families of all ages, faiths, and ethnic backgrounds facing the risk of homelessness due to a recent financial crisis.

-The prospective clients call the main agency phone number and select the option for financial assistance from either an English or Spanish menu. Phone messages are returned within three business days.

-Prospective clients are screened for eligibility using both the homeless prevention scoring method and the BSS+C screening tool.

5. Family Eldercare (FEC) provides services to seniors and adults with disabilities. Core services include Money Management, Service Coordination, and Rapid Rehousing for Older Adults. To be eligible for BSS+ C individuals must meet the target population and receive Social Security or VA benefits and meet BSS+C eligibility requirements. Internal and external referrals are accepted. Clients need to be co-enrolled in one of the FEC programs.

6. Foundation for the Homeless (FFH) Utilizes prioritized referrals from Coordinated Assessment (CA) to select clients. FFH reserves the right to accept qualified clients from sources other than CA.

7. Front Steps (FS) Eligibility criteria for BSS+C includes:

-Households currently experiencing homelessness, most of whom are single, adult men.

-Clients referred through Coordinated Assessment who have scored within the RRH range and are receiving Case Management services through various Front Steps programs. Exceptions may be made for internal clients in Case Management services who may need short-term RRH services to resolve barriers before accessing PSH-level services.

8. Goodwill Central Texas (GW) is a collaborative partner of the BSS+C. Program participants include:

-Households of all sizes at risk of homelessness and those experiencing homelessness including individuals/families facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other population served includes youth and low income households.

-Referrals to BSS+C are made internally through Career Case Managers and other Goodwill Staff.

-To be eligible for services through BSS+C participants must be currently enrolled and active in a Goodwill Workforce Advancement program.

9. LifeWorks (LW) offers clients a full continuum of housing services, all of which specifically serve youth and young adults who are at risk of currently experiencing homelessness. In addition to housing services, LW also offers counseling, education and workforce development. To be eligible for BSS+ youth and young adults must be under the age of 26. Clients must be enrolled in another LifeWorks program and/or referred through a Youth Homelessness Demonstration Project specific program to be eligible for services."

10. Meals on Wheels Central Texas (MOWCTX) offers services to households that meet the below eligibility requirements:

-Households experiencing a housing crisis; prioritizes seniors and people with disabilities.

-Participants are referred via our internal programs then screened for BSS+ eligibility.

-Exceptions are made to assist referrals from other program agencies on a case by case basis.

11. The SAFE Alliance- provides services to survivors of sexual assault and exploitation, domestic violence, and child abuse. Our direct service area is Central Texas (City of Austin and/or Travis County) and eligibility for BSS+ services includes:

-Financial crisis is due to sexual assault or exploitation, domestic violence, and/or child abuse

-Participants are screened through the SAFEline for all SAFE services, then directed to Community Resource Advocacy for case management

-External and internal referrals complete an intake with Community Resource Advocacy staff

-BSS+ program eligibility requirements for residency and income may be waived for the SAFE Alliance, as majority of clients fall under domestic violence exemption.

12. The Salvation Army (TSA) Clients include homeless individuals and families (majority are single mothers with children),

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Program Work Statement

Contract Start Date**9/1/2015*****Contract End Date*****9/30/2019**

low-income households, persons with disabilities, victims of domestic violence, and veterans. Referrals to BSS+C are made internally through a case manager of Passages I, or Passages II Rapid Rehousing.

Additional eligibility guidelines include:

- In addition to BSS+C eligibility requirements, clients must meet the eligibility criteria specified by the partner agency through which they are applying.

- At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria.

- Households can only be enrolled in BSS+C at one partner agency at a time.

- Previous BSS+C one-time financial assistance and case managed clients will not be eligible for BSS+C services for a period of 12 months after their exit date from BSS+C, verified using HMIS data.

BSS+C partners use standardized eligibility and enrollment forms that ensure quality client service and consistent data collection as well as a standard client file checklist.

Program Services And Delivery

The BSS+C program utilizes multiple overarching strategies:

A. No Wrong Door - Together, the 12 partner agencies present 12 points of entry for access to housing stability, rapid rehousing and basic needs services. Households fully benefit from the diversity of partners' missions.

B. Homeless Prevention and Rapid Rehousing Services with Direct Financial Assistance – Case management is the foundation for all BSS+C strategies. The program provides comprehensive case management and basic needs services (rent, mortgage, utility assistance and housing supports) for households experiencing homelessness (Rapid Rehousing) and housed clients who are experiencing a housing crisis (Homelessness Prevention). BSS+ agencies have the option to deliver BSS+ services for rapid rehousing households, homelessness prevention households or both.

For clients entering the program who are at risk of losing their housing, a homeless prevention strategy is used in order to prevent the individual or family from falling into homelessness. Case management, debt reduction, advocacy with the housing provider, mediation, flexible financial assistance and connection to needed resources (ex: mental health services, child care assistance, medical services, etc.) are all common strategies used.

For clients being enrolled as rapid re-housing, the goal is to transition them out of homelessness and into a permanent housing destination as quickly as possible so they do not fall deeper into homeless services such as shelters, etc. Landlord outreach specialists (LOS) are utilized to identify affordable and safe units within the residency area to rehouse these clients. In addition to LOS services, case managers will assist rapid rehousing clients with removing housing barriers, increasing income and establishing connections to public benefits, and the provision of flexible financial assistance through progressive engagement techniques which improves outcomes and reduces the probability of households returning to homelessness once the program has concluded.

C. Comprehensive Case Management – Provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other community resources.

D. Landlord Outreach – Landlord Outreach Specialists (LOS) provide outreach and build relationships with prospective landlords with the goal of developing a pool of safe, affordable housing in which clients can be placed. LOS also work with clients to complete housing applications and serve as client advocates.

Services provided through BSS+C fall into the following categories:

One-Time Financial Assistance

A client will be eligible for One-Time Financial Assistance if they can become housing stable with the limited financial assistance and no case management is required. The BSS+ Screening Tools and the Housing Stability Assessment Tool are used to determine if a household is suitable for One-Time Financial Assistance. To allow flexibility, a household may be enrolled in one-time assistance and come back for case management services within 30 days. After 30 days, the client (and their household members) must wait 1 year from exit to reapply for BSS+C. Case Manager must give full disclosure of these

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Last Modified, If Applicable 12/28/2018 3:19:00 PM

Program Work Statement

Contract Start Date**9/1/2015*****Contract End Date*****9/30/2019**

rules to the client at time of program eligibility and screening. Remaining One Time Financial Assistance direct financial assistance total is subtracted from the case management cap. The household is allowed access to the remainder of the case management direct financial assistance cap.

Direct client One Time Financial Assistance (OTFA) caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. These payments will be provided on behalf of a client with the anticipation that no additional assistance will be needed in the next 12 months. Case management dollars are not associated with this assistance, though one-time case management resource and referral will be provided.

Eligible one-time financial assistance includes:

- One-time Rent /Move-In Deposits Payment
- One-time Mortgage Payment
- One-time Utility/Move-In Deposits Payment
- Housing Supports

Case Managed Financial Assistance

A client will be eligible for Case Management services and direct client financial assistance up to a capped amount during their eligibility in the program when One-Time Financial Assistance will not yield housing stability and case management is required. Case Managed Financial Assistance caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. Exceptions may be made to exceed caps, based on household need with the approval of agency management staff and BSS+C administration staff.

Case Management: Clients are required to meet regularly with their Case Manager; design and implement steps indicating progress toward self-sufficiency; and work on designated goals including financial management, life skills, debt reduction, credit repair, employment, and income benefits. Amount and intensity of case management service will be determined on a case-by-case basis, not to exceed 24 months.

Eligible Case Managed financial assistance includes:

-Rent /Move-In Deposits: Includes first-month rent, security deposits for lease of a new unit, application fees, and other move-in expenses.

-Utility/Move-In Deposits: Includes utility deposits for lease of a new unit, utility application fees, and payment of past due utility debt so new services can be started.

-Rent Assistance: This category of assistance is for households that require several months of rental assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

-Short-Term Mortgage Payment: Assistance with mortgage payments keep an individual or family in the home that they own and in which they reside. Amount of assistance is determined on individual basis and case plan.

-Utility Assistance: This category of assistance is for households that require several months of utility assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Housing Location: A Housing Locator will identify properties suitable for clients, maintain a housing directory of available units, serve as a liaison between the landlord and client, and provide basic housing counseling to the case managers to empower their clients. Housing Location will be provided through Landlord Outreach Specialists employed by and located at Caritas of Austin.

Mediation and Legal Services: Includes referral to and support services from agencies, primarily Austin Tenants Council and Texas Rio Grande Legal Aid, for protection of tenant rights, provision of landlord and tenant education, and assessment of fair housing and housing discrimination issues.

Housing Supports: Housing supports include but are not limited to items such as food, furniture, basic household necessities and transportation may be provided as needed. Small home repair services may also be provided to keep individuals and families housed. Small home repairs require multiple quotes. All housing supports must be directly linked to housing stability. Case Managers will be asked to submit a statement of need, proper documentation, and follow guidelines for

Created 4/24/2015 1:15:00 PM

Last Modified, If Applicable 12/28/2018 3:19:00 PM

Program Work Statement

Contract Start Date**9/1/2015****Contract End Date****9/30/2019**

appropriate pricing.

Identification Assistance: Includes the payment for identification documents necessary for a client to obtain employment and/or housing. Identification documents include: birth certificates, social security cards, new/renewed state identification card, and driver's license.

1. AIDS Services of Austin (ASA) stabilizes its clients in housing, provide access to support services, and retains them in medical care. BSS+C will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS or those considered at high risk of HIV infection. Direct services include preventing the spread of the disease through awareness, education and HIV testing. Services available for clients meeting eligibility requirements: medical and non-medical case management, HIV testing, housing assistance, rent, utilities and housing supports.

2. Any Baby Can (ABC) ABC's BSS+C program will help families become stably housed by providing rent and utilities assistance, financial literacy, and housing case management to help parents/caregivers to become self-sufficient. ABC services are provided through home visitation programs and community classes/groups. ABC believes that every child deserves a strong family.

3. Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Caritas provides a services continuum for those experiencing a housing crisis that begins with securing sustainable housing as a foundation to meet the long-term needs of the household. Caritas uses best practices and the Rapid Re-Housing model to inform service delivery. Most referrals – individuals and families – come through Coordinated Assessment and are literally homeless upon program entry (a limited amount of participants come from Internal Housing Prevention referrals). Participants receive case management services that focus on housing stability, increasing and maintaining income, financial literacy, connecting participants to community supports to address their physical, emotional, and psychological needs. Caritas' case management uses a strengths-based approach by identifying and building upon program participants' strengths to lessen housing and income barriers, and support overall wellbeing.

4. Catholic Charities of Central Texas (CCCTX) helps families and individuals avoid homelessness and achieve financial security through one-on-one financial coaching and emergency financial assistance. BSS+C assistance is used to help clients become housing stable. CCCTX works to help families move out of poverty by providing services including: general case management, information and referrals, immigration legal services, disaster relief services, mental health services, and parenting and pregnancy education.

5. Family Eldercare (FEC) supports clients to live independently in the community; preventing exploitation and ensuring financial and housing stability through money management and service coordination. Services include homeless prevention, rapid rehousing and comprehensive case management. Services are provided to seniors and adults with disabilities who are low income and need assistance to manage and/or apply for benefits, address housing barriers and obtain/maintain housing. BSS+C services will primarily be used for rent, mortgage, utilities assistance and basic household items.

6. Foundation for the Homeless (FFH) Provides immediate shelter to families who are currently experiencing homelessness.
-Work with families to eliminate the barriers to their being housed.
-Utilizes our partner agencies and our pool of landlords to find our clients leases.
-Continue case management for up to 24 months, providing any needed assistance to remain on track.

7. Front Steps (FS) programs include the Recuperative Care Project for medically vulnerable individuals, the Housing Program offering supportive services for those exiting homelessness, the Support Services for Veteran Families, and the AmenCorps/Keep Austin Housed Program serving homeless/at-risk/formerly homeless individuals in the community. FS provides a full range of rapid rehousing as well as housing support services, and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. Four heavily utilized components of the ARCH provide indispensable services to homeless individuals:

- The Day Resource Center (DRC) serves homeless men, women, and accompanied children.
- The ARCH Day Sleep program (a component of the DRC) serves homeless men and women.
- The ARCH overnight shelter serves homeless men.
- The ARCH shelter case management programs serves individuals experiencing homelessness.

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Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2019

8. Goodwill Central Texas (GW) enhances the quality of life facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other populations served include youth and low income households. BSS+C services will be utilized to assist clients with housing barriers and obtain/maintain housing.

9. LifeWorks (LW) provides a continuum of services for youth and young adults at risk of or currently experiencing homelessness that include over 18 programs which include housing, counseling, and education and workforce development. BSS+ services will be utilized to assist youth and young adults with housing barriers and obtain/maintain housing. All rapid re-housing referrals to the LW BSS+ program come through Coordinated Assessment.

10. Meals on Wheels Central Texas (MOWCTX) delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWCTX additional services include minor and major home repairs, grocery shopping assistance; a monthly supply of shelf-stable groceries; extra, daily, shelf-stable meals for the nutritionally at-risk; veteran services; problem-solving therapies; rural meal delivery; Alzheimer's respite; and pet food and pet health care for their clients' dogs and cats. If the client/household is found to need case management the case is moved from its supportive team to its CARE TEAM who will complete eligibility screening for household needs/stability.

11. SAFE Alliance (SA) provides crisis intervention, counseling, prevention, education, long term support and advocacy services and programs designed to end sexual and domestic violence. Free and confidential services are provided to those who have been impacted by sexual or domestic violence. Eligible clients may receive emergency shelter, hospital and legal advocacy, case management, financial assistance for rent, utilities, and housing supports. BSS+C program eligibility requirements for residency and income are waived for SAFE Alliance; all clients fall under domestic violence exemption.

12. The Salvation Army (TSA) provides permanent supportive housing, emergency shelter, disaster relief, rapid rehousing, and homelessness prevention services. BSS+C will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Direct client assistance is primarily used to alleviate boundaries to housing/self-sufficiency, to rapidly rehouse clients in affordable rental units and assist with becoming financially stable. Clients reside at the Social Service multi population emergency shelter and the Austin Shelter for Women and Children.

System for Collecting and Reporting Program Data

Each of the BSS+C service providers participates in the HMIS through ServicePoint, except for SAFE Alliance who uses a web-based software Apricot which is a comparable database to HMIS. Client eligibility documents and services are collected and stored in paper files and HMIS. Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, percentage of federal poverty level chart and gross income calculation tool. Common program forms are used including eligibility and enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake.

As the lead and fiscal agent for BSS+C, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality checks are performed with the 12 BSS+C agencies to ensure compliance with data entry guidelines.

Partner MOUs outlines expectations and timelines for program implementation and data collection. Caritas has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is requested. Monthly summary reports are sent to BSS+C agencies to confirm all client data and services. All BSS+C client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

Performance Evaluation

The Caritas Program Manager of BSS+C and Evaluation monitors expenditures and client data at least monthly, utilizing HMIS reports, a check request log, and reports from Caritas' accounting system. Program expenditure and performance data

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Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2019

is reported through the Director of Housing Services to the Executive Director and finally to the Caritas Board of Directors on a monthly basis. Additionally, the Executive Directors and/or Program Managers from BSS+C partner agencies meet at least monthly to evaluate expenditures, client performance, and to make recommendations for program improvement.

Quality Improvement

The real-time, client level data in HMIS allows issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+C program is meeting its intended benchmarks and facilitate program improvements among the partner agencies.

Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+C Program. A BSS+C website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program performance, and provide tools. Caritas also performs two annual onsite monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

When challenges or problems are identified, management and lead partner BSS+C staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions, whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others.

Monthly meetings between BSS+C Partner Executive Directors also allow for high level discussion of program operations and potential improvements.

Service Coordination with Other Agencies

Caritas works closely with BSS+C partners and innumerable community agencies. BSS+C Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients; for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.

Through agency Releases of Information (ROI) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI, then BSS+C Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount.

Service Collaboration with Other Agencies

BSS+C is a collaboration among 12 area nonprofit service providers. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches diverse populations. Roughly half of the service providers offer services which are focused on those who are currently experiencing homelessness and the other half of the service providers are focused on preventing homelessness. BSS+C was built on the premise of "no wrong door" for clients so they may receive all services from their home agency ensuring those in need receive the specific type of service their unique situation requires.

The Caritas of Austin BSS+C Admin Team serve as the conduit for all things BSS+C. This team handles daily communication to/with the partners, monitor the budget and progress on service goals, does all HMIS data quality for 12 agencies, prepares all required reporting for funders, meets with partner agencies to do twice yearly pre-monitoring visits, prepares the materials for all and oversees most of the BSS+C meetings, provides on-going technical assistance and customer services, processes all client check requests – rough 350-400 monthly, maintains the BSS+C website, designs and produces BSS+C collateral material, and more.

The Executive Directors of each partner agency meet every other month. The sitting chair oversees the meetings which are two hours in length and typically held at the agency of the sitting chair. The chair and co-chair rotate in October of each year. The purpose of the meetings are to get an update on financials, analysis of spending trend, progress on meeting goals, vote on action items and an opportunity to discuss issues in the community which impact homeless prevention and homeless

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Program Work Statement

Contract Start Date 9/1/2015 ***Contract End Date*** 9/30/2019

services. Partner agency program managers meet monthly with the Caritas of Austin BSS+C Admin team. The purposes of these meetings are to educate, and have an opportunity for open dialogue regarding successes, challenges and improvements for the BSS+C program. Partner agency case managers meet from time-to-time (these are less formal meetings) so there can be discussion around client and housing issues. The BSS+C utilize formal written policies and procedures as a foundation in operating the collaborative.

Community Planning Activities

Caritas is highly involved in community planning activities through its participation on boards, advisors and participants in committees such as:

- ECHO (Continuum of Care): Rapid Rehousing, homelessness prevention, and coordinated assessment
- Disability Rights Texas Board Membership: protection for individuals with disabilities
- Austin Energy Consumer Committees: plan discounts and payment plans for low-income
- CAN (Community Advancement Network): leverages resources to help the community
- Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates
- Downtown Austin Alliance: planning citizen safety, helps the homeless, social services
- Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing
- JSC School & Family Work Group: plan to create stable communities for students
- Texas Homeless Network: work to support groups who prevent and end homelessness
- Austin Tenants Council: works to advocate on behalf of low-income clients
- Texas Rio Grande Legal Aid: Provides free legal services to low-income residents

Program Performance MeasuresContract Start
10/1/2015Contract End
9/30/2019Period Performance Start
10/1/2018Period Performance End
9/30/2019**Outputs**

OP #	Output Measure Description	Period Goal		
		City	Other	Total
1	Total Number of Unduplicated Clients Served	2890	26	2916
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	202	2	204
3	Total Number of Unduplicated Case Managed Clients Served	2688	24	2712
4	Average number of days to housing from program entry date to move-in date	90		90

Program Performance Measures**Contract Start**
10/1/2015**Contract End**
9/30/2019**Period Performance Start**
10/1/2018**Period Performance End**
9/30/2019**Outcomes**

OC Item	Outcome Measure Description	Total Program Goal
1 Num	Number of households at risk of homelessness that maintain housing	345
1 Den	Number of households receiving assistance	460
1 Rate	Percent of households at risk of homelessness that maintain housing	75
2 Num	Number of case-managed households that transition from homelessness into housing	200
2 Den	Number of households that exit the program	285
2 Rate	Percent of case-managed households that transition from homelessness into housing	70.18



Amendment No. 6
to
Agreement No. NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars (\$3,702,268)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 90,299	\$ 10,909,998
Amendment No. 6: Exercise Extension Option #1 (Oct. 1, 2018 – Sept. 30, 2019)	\$ 3,702,268	\$ 14,612,266

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 6/7/2018]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 6/7/2018]

Exhibit B.2 – Program Subgrantees is deleted in its entirety and replaced with a new Exhibit B.2 – Program Subgrantees. [Revised 6/11/2018]

4.0 The following Terms and Conditions have been MODIFIED

4.1.2.3 For the Program Period of 10/1/2018 through 9/30/2019, the payment from the City to the Grantee shall not exceed \$3,702,268 (Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars).

5.0 MBE/WBE goals were not established for this Agreement.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.

7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature: 

CARITAS OF AUSTIN
Jo Kathryn Quinn, Executive Director
611 Neches
Austin, TX 78701

Date: 7.20.18

CITY OF AUSTIN

Signature: 

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 9-20-18

Program Performance Measures**Contract Start**
10/1/2015**Contract End**
9/30/2019**Period Performance Start**
10/1/2018**Period Performance End**
9/30/2019**Outputs**

OP #	Output Measure Description	Period Goal		
		City	Other	Total
1	Total Number of Unduplicated Clients Served	2890	26	2916
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	289	2	291
3	Total Number of Unduplicated Case Managed Clients Served	2601	23	2624

Program Performance Measures**Contract Start**
10/1/2015**Contract End**
9/30/2019**Period Performance Start**
10/1/2018**Period Performance End**
9/30/2019**Outcomes**

OC Item	Outcome Measure Description	Total Program Goal
1 Num	Number of households at risk of homelessness that maintain housing	342
1 Den	Number of households receiving assistance	456
1 Rate	Percent of households at risk of homelessness that maintain housing	75
2 Num	Number of case-managed households that transition from homelessness into housing	213
2 Den	Number of households that exit the program	304
2 Rate	Percent of case-managed households that transition from homelessness into housing	70.07

Program Budget and Narrative

Program Start 10/1/2018

Program End 9/30/2019

	City Share	Other	Total
Salary plus Benefits	\$671,080.00	\$3,000.00	\$674,080.00
General Operations Expenses	\$72,950.00	\$0.00	\$72,950.00
Program Subgrantees	\$909,297.00	\$0.00	\$909,297.00
Staff Travel	\$1,000.00	\$0.00	\$1,000.00
Conferences	\$700.00	\$0.00	\$700.00
Operations SubTotal	\$983,947.00	\$0.00	\$983,947.00
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00
Financial Direct Assistance to Clients	\$1,761,241.00	\$27,000.00	\$1,788,241.00
Other Assistance	Household items and housing supports needed for obtaining and maintaining housing	Please Specify	Please Specify
Other Assistance Amount	\$286,000.00	\$0.00	\$286,000.00
Direct Assistance SubTotal	\$2,047,241.00	\$27,000.00	\$2,074,241.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00
Total	\$3,702,268.00	\$30,000.00	\$3,732,268.00

Detailed Budget Narrative**Salaries plus Benefits**

Salaries, benefits, fringe and employment taxes for direct services and administrative staff working on the program.

General Op Expenses

Occupancy, utilities, insurance, security, janitorial, pest control, audit, employee parking, maintenance/repairs, telephone/internet, IT hardware and software, HMIS user licenses and reporting tools, viewing and adhoc licenses, database, website maintenance, supplies, postage, payroll fees, printing, reproduction, staff mileage reimbursement, translation/interpretation, in-county staff training and other overhead expenses.

Program Subgrantees

Case managers, general operating expense allowance, mileage reimbursement for staff travel inside Travis County, HMIS user licenses and reporting tools, supervisory time, conference registration fees, audit fees, insurance, hardware and software and other overhead expenses that relate to the program.

Staff Travel

Mileage, per diem, airfare and bus reimbursement to attend conferences related to the program.

Conferences

Registration fees.

Food and Beverage**Financial Assistance**

Forward rent and utility payments, rent and utility arrears, deposits and application fees.

Other Assistance

Household furniture, identification costs, moving fees, basic household necessities, gift cards to Walmart and HEB, client

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Program Budget and Narrative

transportation reimbursement for mileage, bus or taxi, employment support, small home repairs, other types of assistance that directly relate to clients obtaining or maintaining stable housing.

Capital Outlay

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

The SAFE Alliance

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$73,840.00

Number of Clients to be Served: 300

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2019

Subgrantee's Information

Name

Front Steps

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$98,113.00

Number of Clients to be Served: 140

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

Goodwill Industries of Central Texas

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$100,068.00

Number of Clients to be Served: 290

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

Foundation for the Homeless

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$62,948.00

Number of Clients to be Served: 230

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

**Contract
Term**

Start Date 9/1/2015

End Date 9/30/2019

Subgrantee's Information

Name

Catholic Charities of Central Texas

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$123,803.00

Number of Clients to be Served: 270

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

Family Eldercare

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$65,012.00

Number of Clients to be Served: 220

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

Meals on Wheels and More

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$55,752.00

Number of Clients to be Served: 125

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

The Salvation Army

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$50,356.00

Number of Clients to be Served: 360

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

LifeWorks

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$50,658.00

Number of Clients to be Served: 90

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

AIDS Services of Austin

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$126,522.00

Number of Clients to be Served: 195

Services to be subcontracted

Case management, general operating expenses

Program Subgrantees

	Contract Term
Start Date	9/1/2015
End Date	9/30/2019

Subgrantee's Information

Name

Any Baby Can

Length of Term

Start Date 10/1/2018

End Date 9/30/2019

City of Austin Funded Amount \$102,225.00

Number of Clients to be Served: 475

Services to be subcontracted

Case management, general operating expenses



City of Austin Purchasing Office

Certificate of Exemption for Professional Services, Public Health and Safety or Other Exempt Purchase (Non-Competitive)

DATE: November 27, 2017

DEPT: Austin Public Health

TO: Purchasing Officer or Designee

FROM: Stephanie Hayden

PURCHASING POC: Shawn Willett

PHONE: 512-972-5010

Chapter 252 of the Local Government Code requires that municipalities comply with the procedures established for competitive sealed bids or proposals before entering into a contract requiring an expenditure unless the expenditure falls within an exemption listed in Section 252.022.

Refer to Local Government Code 252.022 for a complete list of exemptions:

[Link to Local Government Code](#)

The City has selected a vendor for contract award and declares the competitive solicitation procedures in Local Government Code Chapter 252.022 to be exempt for this procurement. This Certificate of Exemption is hereby executed and filed with the Purchasing Office as follows:

1. The undersigned is authorized and certifies that the following exemption is applicable to this procurement.
2. Please check the criteria listed below that applies to this request:

- ☐ A procurement made because of a public calamity that requires the immediate appropriation of money to relieve the necessity of the municipality's residents or to preserve the property of a municipality.
- ☐ A procurement necessary to preserve or protect the public health or safety of the municipality's residents.
- ☐ A procurement necessary because of unforeseen damage to public machinery, equipment, or other property.
- ☒ A procurement of personal, professional, or planning services
- ☐ Other exemption from Chapter 252.022: _____

Austin Public Health hereby designates that per Texas Local Government Code Chapter 252.022.a(4), agreements for social services are exempt from competition based on the specialized nature of the services provided and the mental and intellectual nature of the services being purchased. We are therefore requesting a blanket exemption for all such agreements.

Recommended
Certification

Leslie Boyd 6-11-18
Originator Date

Approved
Certification

Stephanie Huff 12/05/17
Department Director or designee Date

Stacy 12/5/17
Assistant City Manager
or designee (procurement requiring Council approval) Date

Purchasing Office
Review

[Signature] 9-20-18
Authorized Purchasing Office Staff Date

Purchasing Office
Management Review

Purchasing Officer or designee
(procurement requiring Council approval) Date

APH will complete the below information and include a copy with each agreement as applicable

Vendor Name:

Caritas of Austin

Master Agreement Number:

9100 NG1500000/8

APH Confirming Signature & Date:

Vella Kamm
Signature

8/17/18
Date



Amendment No. 5
to
Agreement No. NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **Ninety Thousand Two Hundred Ninety Nine dollars (\$90,299)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699
Amendment No. 5: Add funds to Agreement and modify Exhibits	\$ 90,299	\$ 10,909,998

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 12/28/2017]

Exhibit B.2 -- Program Subgrantees is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subgrantees**. [Revised 2/19/2018]

- 4.0 The following Terms and Conditions have been MODIFIED

Section 4.1 **Agreement Amount**. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this

Agreement for the initial 37 month term shall not exceed the amount approved by City Council, which is \$10,909,998 (*Ten Million Nine Hundred Nine Thousand Nine Hundred Ninety Eight dollars*), and \$3,702,268 (*Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars*) per 12 month extension option, for a total Agreement amount of \$22,016,802. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$3,702,268 (*Three Million Seven Hundred Two Thousand Two Hundred Sixty Eight dollars*).

- 5.0 MBE/WBE goals were not established for this Agreement.
- 6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.
- 7.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 8.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature: _____

CARTAS OF AUSTIN
Jo Kathryn Quinn, Executive Director
611 Neches
Austin, TX 78701

Date: 2.21.18

CITY OF AUSTIN

Signature: _____

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 3/30/18

Program Budget and Narrative

	1	Period 2	3	Contract Start Contract End	9/1/2015 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017		
Period End Date	9/30/2016	9/30/2017	9/30/2018	Total	
Salary plus Benefits	\$571,195.00	\$634,830.00	\$671,080.00	\$1,877,105.00	
General Operations Expenses	\$142,807.00	\$97,950.00	\$72,950.00	\$313,707.00	
Program Subgrantees	\$826,176.00	\$845,893.00	\$909,297.00	\$2,581,366.00	
Staff Travel	\$1,000.00	\$1,000.00	\$1,000.00	\$3,000.00	
Conferences	\$700.00	\$700.00	\$700.00	\$2,100.00	
Operations SubTotal	\$970,683.00	\$945,543.00	\$983,947.00	\$2,900,173.00	
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00	\$0.00	
Financial Direct Assistance to Clients	\$1,767,883.00	\$1,727,482.00	\$1,761,241.00	\$5,256,606.00	
Other Assistance Amount	\$286,000.00	\$304,114.00	\$286,000.00	\$876,114.00	
Direct Assistance SubTotal	\$2,053,883.00	\$2,031,596.00	\$2,047,241.00	\$6,132,720.00	
Capital Outlay Amount	\$0.00	\$0.00	\$0.00	\$0.00	
Total	\$3,595,761.00	\$3,611,969.00	\$3,702,268.00	\$10,909,998.00	
Total Period Percentage	32.96	33.11	33.93		

Detailed Budget Narrative

Salaries plus Benefits	Salaries, benefits, fringe and employment taxes for direct services and administrative staff working on the program.
General Op Expenses	Occupancy, utilities, insurance, security, janitorial, pest control, audit, employee parking, maintenance/repairs, telephone/internet, IT hardware and software, HMIS user licenses and reporting tools, viewing and adhoc licenses, database, website maintenance, supplies, postage, payroll fees, printing, reproduction, staff mileage reimbursement, translation/interpretation, in-county staff training and other overhead expenses.
Program Subgrantees	Case managers, general operating expense allowance, mileage reimbursement for staff travel inside Travis County, HMIS user licenses and reporting tools, supervisory time, conference registration fees, audit fees, insurance, hardware and software and other overhead expenses that relate to the program.
Staff Travel	Mileage, per diem, airfare and bus reimbursement to attend conferences related to the program.
Conferences	Registration fees.
Food and Beverage	
Financial Assistance	Forward rent and utility payments, rent and utility arrears, deposits and application fees.
Other Assistance	Household furniture, identification costs, moving fees, basic household necessities, gift cards to Walmart and HEB, client transportation reimbursement for mileage, bus or taxi, employment support, small home repairs, other types of assistance that directly relate to clients obtaining or maintaining stable housing.
Capital Outlay	

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Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

AIDS Services of Austin

<i>Unduplicated Count</i>	64	64	195	242
<i>Amount</i>	\$49,082.00	\$49,082.00	\$126,522.00	\$224,686.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Any Baby Can

<i>Unduplicated Count</i>	538	538	475	1163
<i>Amount</i>	\$98,225.00	\$98,225.00	\$102,225.00	\$298,675.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Catholic Charities of Central Texas

Unduplicated Count	275	275	270	615
Amount	\$123,803.00	\$118,803.00	\$123,803.00	\$366,409.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Family Eldercare

<i>Unduplicated Count</i>	224	224	220	501
<i>Amount</i>	\$67,512.00	\$62,512.00	\$65,012.00	\$195,036.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Foundation for the Homeless

Unduplicated Count	226	226	230	512
Amount	\$60,448.00	\$60,448.00	\$62,948.00	\$183,844.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	Period			Contract
	1	2	3	Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Front Steps

Unduplicated Count	151	151	140	332
Amount	\$94,113.00	\$94,113.00	\$98,113.00	\$286,339.00

Length of Term**Start Date** 10/1/2015**End Date** 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	Period			Contract
	1	2	3	Term
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Goodwill Industries of Central Texas

Unduplicated Count	251	251	290	594
Amount	\$96,068.00	\$96,068.00	\$100,068.00	\$292,204.00

Length of Term**Start Date** 10/1/2015**End Date** 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Meals on Wheels and More

<i>Unduplicated Count</i>	138	138	125	301
<i>Amount</i>	\$49,352.00	\$53,512.00	\$55,752.00	\$158,616.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

The SAFE Alliance (formerly SafePlace)

<i>Unduplicated Count</i>	226	226	300	564
<i>Amount</i>	\$70,840.00	\$70,840.00	\$73,840.00	\$215,520.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

The Salvation Army

<i>Unduplicated Count</i>	333	333	360	770
<i>Amount</i>	\$12,090.00	\$48,356.00	\$50,356.00	\$110,802.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management and general operating expenses

Program Subgrantees

	Period			Contract Term
	1	2	3	
Start Date			10/1/2017	9/1/2015
End Date			9/30/2018	9/30/2018

Subgrantee's Information**Name**

LifeWorks

Unduplicated Count	0	0	90	90
Amount	\$0.00	\$0.00	\$50,658.00	\$50,658.00

Length of Term**Start Date** 10/1/2017**End Date** 9/30/2018**Services to be subcontracted**

2017-18 Case Management, general operating expenses



Amendment No. 4
to
Agreement No. NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0 The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Agreement and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Agreement and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Agreement and modify Exhibits	\$ 162,416	\$ 10,819,699
Amendment No. 4: Modify Program Exhibits	\$ 0	\$ 10,819,699

- 3.0 The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 -- Program Work Statement is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 10/31/2017]

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 11/8/2017]

Exhibit B.2 -- Program Subgrantees is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subgrantees**. [Revised 12/12/2017]

- 4.0 MBE/WBE goals were not established for this Agreement.
- 5.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Agreement.


6.0 By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

7.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

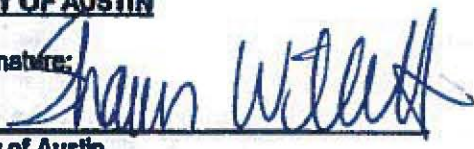
Signature: _____


CARITAS OF AUSTIN
Jo Kathryn Quinn, Executive Director
611 Neches
Austin, TX 78701

Date: 12.14.17

CITY OF AUSTIN

Signature: _____


City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 1/14/18

Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2018

Program Goals And Objectives

The Best Single Source Plus Collaborative, consisting of 12 agencies, provides individuals/families in Austin/Travis County with comprehensive housing stability resources (case management and basic needs services). BSS+C ensures that clients have access to basic necessities - starting with housing - and extending to food, clothing, physical/mental health care, and other supportive services.

Program Clients Served

The target population for BSS+C is individuals/families living in Austin/Travis County, at or below 200% federal poverty level, and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where their housing can be stabilized with limited financial assistance and with up to 12 months of case management, with option to extend up to 24 months. Program suitability is determined by use of the BSS+C Eligibility and Screening Tool which reviews basic eligibility such as residency, income, the crisis that puts their housing at risk or are currently homeless, and past or current BSS Plus enrollment status. Additionally, the tool collects data on household employment/income potential, financial status, housing and legal history which generates a total assessment score and legend to make recommendation.

Score Legend & Assessment Recommendations include:

0-24: Not recommended for BSS+ unless access to other subsidized housing is assured within BSS+ service period. Refer to other more intensive supports and housing.

25-35: Recommended for BSS+. Likely to require up to 12 months case management and moderate support services.

36-45: Recommended for BSS+. Likely to require up to 3 months case management and minimal support services.

46-60: Not recommended for BSS+. Offer resources and referrals as appropriate.

The Actual Assistance Offered is also captured on the tool which includes an option for the Case Manager to select One Time Financial Assistance. If the assistance offered differs from the scoring recommendation, the Case Manager must state why and have their supervisor sign off.

Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Eligibility and Screening. BSS+C partner agencies eligibility criteria are listed below.

1.AIDS Services of Austin (ASA) provides services to persons living with HIV and/or AIDS, and persons considered to be high risk for HIV such as someone enrolled in a PrEP, or PEP program and someone diagnosed with HCV. The ASA BSS+ program provides assistance to these populations if they are experiencing a housing crisis or homelessness. To be eligible for BSS+ services at ASA the individual/household needs documentation of HIV +/-AIDS, or HCV diagnosis or proof of enrollment in a PrEP or PEP program. Internal and external referrals are accepted and clients do not need to be co-enrolled in other ASA programs.

2.Any Baby Can (ABC) serves children with special health care needs, developmental delays, and who are in danger of abuse/neglect and families at-risk of losing their jobs and housing due to their child's health care needs and the expenses associated with medical care. Eligibility criteria begin with ABC program eligibility which comes to the agency through direct calls, outreach and collaborations. Once a family is enrolled internal programs, if they experience a housing stability crisis they are screened for BSS+C.

3.Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Program participants include households of all sizes experiencing a housing crisis; many of whom are veterans, youth, refugees, women and children, and individuals with disabilities. Upon entry, most participants are referred through the Coordinated Assessment process for Rapid Re-Housing. A limited amount of participants come from internal Housing Prevention referrals. Caritas serves the most vulnerable individuals and families in need of housing. To be eligible for services participants must complete the VI-SPDAT assessment through Coordinated Assessment, score within the Rapid Re-Housing range, and be experiencing homelessness upon entry (exceptions are made for internal Homeless Prevention referrals).

4.Catholic Charities of Central Texas (CCCTX) serves clients of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin. Clients are individuals and families at risk of becoming homeless due to a recent financial crisis. Individuals call the main agency phone line and select the option for financial assistance. Phone messages are returned within 5 business days at which time individuals are screened for

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Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2018

BSS+C eligibility.

5. Family ElderCare (FEC) serves seniors and adults with disabilities. To be eligible for BSS+C they must be adults with disabilities and/or seniors over the age of 55 who receive Social Security or VA benefits and meet BSS+C eligibility requirements. Internal and external referrals are accepted. Clients need to be co-enrolled in one of the FEC programs.

6. Foundation for the Homeless (FFH) prioritizes individuals and families experiencing homelessness for services. FFH accepts referrals from Coordinated Assessment, though we reserve the right to accept outside referrals for homelessness prevention.

7. Front Steps (FS) Eligibility criteria for BSS+C includes adults participating in Front Step Case Management programs who are also meet BSS+C eligibility requirements. Case Managers within the Shelter Case Management program process internal and partner referrals.

8. Goodwill Central Texas (GW) serves homeless and at risk individuals/families facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other population served includes youth and low income households. To apply for BSS+C clients must be currently enrolled and active in a Goodwill Workforce Development program.

9. LifeWorks (LW) offers clients a full continuum of housing services, all of which specifically serve youth and young adults who are at risk of or currently experiencing homelessness. In addition to housing services, LW also offers counseling, education, and workforce development. To be eligible for BSS+ youth and young adults must be under the age of 26. Clients must be enrolled in another LifeWorks program to be eligible for services.

10. Meals on Wheels Central Texas (MOWCTX) assists homebound older adults and people with disabilities through a wide-continuum of services that allow them to live independent, dignified lives. The majority of clients served through BSS+C are referred via our internal programs after a home assessment is completed. Some exceptions are made for external referrals.

11. SAFE Alliance (SA) To access BSS+C, clients must be enrolled in the Survivor Advocacy program. All external referrals go through the hotline in order to complete safety planning and basic resources referrals. Callers are then directed to the Survivor Advocacy program to evaluate additional services. BSS+C program eligibility requirements for residency and income are waived for SAFE Alliance; all clients fall under domestic violence exemption.

12. The Salvation Army (TSA) Clients include homeless individuals and families (majority are single mothers with children), low-income households, persons with disabilities, victims of domestic violence, and veterans. Referrals to BSS+C are made internally through a case manager of Passages I, Passages II Rapid ReHousing, or SSVF programs.

Additional eligibility guidelines include:

- In addition to BSS+C eligibility requirements, clients must meet the eligibility criteria specified by the partner agency through which they are applying.
- At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria.
- Households can only be enrolled in BSS+C at one partner agency at a time.
- Previous BSS+C one-time financial assistance and case managed clients will not be eligible for BSS+C services for a period of 12 months after their exit date from BSS+C, verified using HMIS data.

BSS+C partners use standardized eligibility and enrollment forms that ensure quality client service and consistent data collection as well as a standard client file checklist.

Program Services And Delivery

The BSS+C program utilizes multiple overarching strategies:

(a) No Wrong Door - Together, the 12 partner agencies present 12 points of entry for access to housing stability, rapid re-housing and basic needs services. Households fully benefit from the diversity of partners' missions.

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Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2018

(b) Homeless Prevention and Rapid Rehousing Services with Direct Financial Assistance – Case management is the foundation for all BSS+C strategies. The program provides comprehensive case management and basic needs services (rent, mortgage, utility assistance and housing supports) for homeless and housed clients who are or are about to be experiencing a housing crisis. BSS+ agencies focus on homelessness assistance, prevention or both. For clients entering the program who are at risk of losing their housing a homeless prevention strategy is used in order to prevent the individual or family from falling into homelessness. Case management, debt reduction, advocacy with the housing provider, mediation, flexible financial assistance and connection to needed resources (ex: mental health services, child care assistance, medical services, etc.) are all common strategies used. Once a homeless client/family enters into case management the goal is to rehouse them as quickly as possible so they do not fall deeper into homeless services such as shelters, etc. Case managers utilize many of the same strategies mentioned but actually house the client/family and use financial assistance to remove housing barriers which increases their rate of success to become stably housed.

(c) Comprehensive Case Management – Provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other safety net services.

(d) Landlord Outreach – Landlord Outreach Specialists (LOS) provide outreach and build relationships with prospective landlords with the goal of developing a pool of safe, affordable housing in which clients can be placed. LOS also work with clients to complete housing applications and serve as client advocates.

Services provided through BSS+C fall into the following categories:

One-Time Financial Assistance

A client will be eligible for One-Time Financial Assistance if they can become housing stable with the limited financial assistance and no case management is required. The BSS+C Eligibility and Screening Tool and the Housing Stability Assessment Tool are used to determine if a household is suitable for One-Time Financial Assistance. To allow flexibility, a household may be enrolled in one-time assistance and come back for case management services within 30 days. After 30 days, the client (and their household members) must wait 1 year from exit to reapply for BSS+C. Case Manager must give full disclosure of these rules to the client at time of program eligibility and screening. Remaining One Time Financial Assistance direct financial assistance total is subtracted from the case management cap. The household is allowed access to the remainder of the case management direct financial assistance cap.

Direct client One Time Financial Assistance (OTFA) caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. These payments will be provided on behalf of a client with the anticipation that no additional assistance will be needed in the next 12 months. Case management dollars are not associated with this assistance, though one-time case management resource and referral will be provided.

Eligible one-time financial assistance includes:

- One-time Rent /Move-In Deposits Payment
- One-time Mortgage Payment
- One-time Utility/Move-In Deposits Payment
- Housing Supports

Case Managed Financial Assistance

A client will be eligible for Case Management services and direct client financial assistance up to a capped amount during their eligibility in the program when One-Time Financial Assistance will not yield housing stability and case management is required. Case Managed Financial Assistance caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. Exceptions may be made to exceed caps, based on household need with the approval of agency management staff and BSS+C administration staff.

Case Management: Clients are required to meet regularly with their Case Manager; design and implement steps indicating progress toward self-sufficiency; and work on designated goals including financial management, life skills, debt reduction, credit repair, employment, and income benefits. Amount and intensity of case management service will be determined on a case-by-case basis, not to exceed 24 months.

Eligible Case Managed financial assistance includes:

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Program Work Statement

Contract Start Date**9/1/2015*****Contract End Date*****9/30/2018**

•**Rent /Move-In Deposits:** Includes first-month rent, security deposits for lease of a new unit, application fees, and other move-in expenses.

•**Utility/Move-In Deposits:** Includes utility deposits for lease of a new unit, utility application fees, and payment of past due utility debt so new services can be started.

•**Rent Assistance:** This category of assistance is for households that require several months of rental assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

•**Short-Term Mortgage Payment:** Assistance with mortgage payments keep an individual or family in the home that they own and in which they reside. Amount of assistance is determined on individual basis and case plan.

•**Utility Assistance:** This category of assistance is for households that require several months of utility assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Housing Location: A Housing Locator will identify properties suitable for clients, maintain a housing directory of available units, serve as a liaison between the landlord and client, and provide basic housing counseling to the case managers to empower their clients. Housing Location will be provided through Landlord Outreach Specialists employed by and located at Caritas of Austin.

Mediation and Legal Services: Includes referral to and support services from agencies, primarily Austin Tenants Council and Texas Rio Grande Legal Aid, for protection of tenant rights, provision of landlord and tenant education, and assessment of fair housing and housing discrimination issues.

Housing Supports: Housing supports such as food, furniture, basic household necessities and transportation may be provided as needed. Small home repair services may also be provided to keep individuals and families housed. Small home repairs require multiple quotes. All housing supports must be directly linked to housing stability. Case Managers will be asked to submit a statement of need, proper documentation, and follow guidelines for appropriate pricing.

Identification Assistance: Includes the payment for identification documents necessary for a client to obtain employment and/or housing. Identification documents include: birth certificates, social security cards, new/renewed state identification card, and driver's license.

1. AIDS Services of Austin (ASA) stabilizes its clients in housing, provide access to support services, and retains them in medical care. BSS+C will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS or those considered at high risk of HIV infection.. Direct services include preventing the spread of the disease through awareness, education and HIV testing. Services available for clients meeting eligibility requirements: medical and non-medical case management, HIV testing, housing assistance, rent, utilities and housing supports.

2. Any Baby Can (ABC) BSS+C will help families become stable in housing by providing rent and utilities assistance while they plan how to manage expenses and gain the education to help them become self-sufficient. Most services are provided through home visitation programs and also offer community classes, support groups and community resources. ABC believes that every child deserves a strong family.

3. Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Caritas provides a services continuum for those experiencing a housing crisis that begins with securing sustainable housing as a foundation to meet the long-term needs of the household. Caritas uses best practices and the Rapid Re-Housing model to inform service delivery. Most referrals – individuals and families - come through Coordinated Assessment and are literally homeless upon program entry (a limited amount of participants come from Internal Housing Prevention referrals). Participants receive case management services that focus on housing stability; increasing and maintaining income; financial literacy; connecting participants to community supports to address their physical, emotional, and psychological needs. Caritas' case management uses a strengths-based approach by identifying and building upon program participants' strengths to lessen housing and income barriers, and support overall wellbeing.

4. Catholic Charities of Central Texas (CCCTX) helps families and individuals avoid homelessness and achieve financial security through one-on-one financial coaching and emergency financial assistance. BSS+C assistance is used to help clients

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Program Work Statement

Contract Start Date**9/1/2015*****Contract End Date*****9/30/2018**

become housing stable. CCCTX works to help families move out of poverty by providing services including: general case management, information and referrals, immigration legal services, disaster relief services, mental health services, and parenting and pregnancy education.

5. Family Eldercare (FEC) supports clients to live independently in the community; preventing exploitation and ensuring financial and housing stability through money management and service coordination. Services include homeless prevention, rapid rehousing and comprehensive case management. Services are provided to seniors and adults with disabilities who are low income and need assistance to manage and/or apply for benefits, address housing barriers and obtain/maintain housing. BSS+C services will primarily be used for rent, mortgage, utilities assistance and basic household items.

6. Foundation for the Homeless (FFH) mobilizes the resources of faith and community-based organizations to alleviate the suffering of families and individuals experiencing homelessness through emergency shelter and rapid re-housing. Guided by Housing First principles, rapid rehousing services are offered to clients either participating in shelter or literal homelessness. Families work alongside FFH staff and volunteers to identify permanent housing options, receive financial assistance to remove and mitigate barriers, and connect to other community resources through case management for long term stability. The goal of FFH is to work with families and individuals to move from homelessness to housing stability.

7. Front Steps (FS) programs include the Recuperative Care Project for medically vulnerable individuals, the Housing Program offering supportive services for those exiting homelessness, the Support Services for Veteran Families, and the AmeriCorps/Keep Austin Housed Program serving homeless/at-risk/formerly homeless individuals in the community. FS provides a full range of rapid rehousing as well as housing support services, and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. Four heavily utilized components of the ARCH provide indispensable services to homeless individuals:

- The Day Resource Center (DRC) serves homeless men, women, and accompanied children.
- The ARCH Day Sleep program (a component of the DRC) serves homeless men and women.
- The ARCH overnight shelter serves homeless men.
- The ARCH shelter case management programs serves individuals experiencing homelessness.

8. Goodwill Central Texas (GW) enhances the quality of life facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other populations served include youth and low income households. BSS+C services will be utilized to assist clients with housing barriers and obtain/maintain housing.

9. LifeWorks (LW) provides a continuum of services for youth and young adults at risk of or currently experiencing homelessness that include over 18 programs which include housing, counseling, and education and workforce development. BSS+ services will be utilized to assist youth and young adults with housing barriers and obtain/maintain housing. All rapid rehousing referrals to the LW BSS+ program come through Coordinated Assessment.

10. Meals on Wheels Central Texas (MOWCTX) delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWCTX additional services include minor and major home repairs; grocery shopping assistance; a monthly supply of shelf-stable groceries; extra, daily, shelf-stable meals for the nutritionally at-risk; veteran services; problem-solving therapies; rural meal delivery; Alzheimer's respite; and pet food and pet health care for their clients' dogs and cats. If the client/household is found to need case management the case is moved from its supportive team to its CARE TEAM who will complete eligibility screening for household needs/stability.

11. SAFE Alliance (SA) provides crisis intervention, counseling, prevention, education, long term support and advocacy services and programs designed to end sexual and domestic violence. Free and confidential services are provided to those who have been impacted by sexual or domestic violence. Eligible clients may receive emergency shelter, hospital and legal advocacy, case management, financial assistance for rent, utilities, and housing supports. BSS+C program eligibility requirements for residency and income are waived for SAFE Alliance; all clients fall under domestic violence exemption.

12. The Salvation Army (TSA) provides permanent supportive housing, emergency shelter, disaster relief, rapid rehousing, and homelessness prevention services. BSS+C will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Direct client assistance is primarily used to alleviate boundaries to housing/self-sufficiency, to

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Program Work Statement

Contract Start Date**9/1/2015*****Contract End Date*****9/30/2018**

rapidly rehouse clients in affordable rental units and assist with becoming financially stable. Clients reside at the Social Service multi population emergency shelter and the Austin Shelter for Women and Children.

System for Collecting and Reporting Program Data

Each of the BSS+C service providers participates in the HMIS through ServicePoint, except for SAFE Alliance who uses a web-based software Apricot which is a comparable database to HMIS. Client eligibility documents and services are collected and stored in paper files and HMIS. Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, percentage of federal poverty level chart and gross income calculation tool. Common program forms are used including eligibility and enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake.

As the lead and fiscal agent for BSS+C, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality checks are performed with the 12 BSS+C agencies to ensure compliance with data entry guidelines.

Partner MOUs outlines expectations and timelines for program implementation and data collection. Caritas has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is requested. Monthly summary reports are sent to BSS+C agencies to confirm all client data and services. All BSS+C client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

Performance Evaluation

Performance evaluation

The Caritas Program Manager of BSS+C and Evaluation monitors expenditures and client data at least monthly, utilizing HMIS reports, a check request log, and reports from Caritas' accounting system. Program expenditure and performance data is reported through the Director of Housing Services to the Executive Director and finally to the Caritas Board of Directors on a monthly basis. Additionally, the Executive Directors and/or Program Managers from BSS+C partner agencies meet at least monthly to evaluate expenditures, client performance, and to make recommendations for program improvement.

Quality Improvement

The real-time, client level data in HMIS allows issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+C program is meeting its intended benchmarks and facilitate program improvements among the partner agencies.

Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+C Program. A BSS+C website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program performance, and provide tools. Caritas also performs two annual onsite monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

When challenges or problems are identified, management and lead partner BSS+C staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions, whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others.

Monthly meetings between BSS+C Partner Executive Directors also allow for high level discussion of program operations and potential improvements.

Service Coordination with Other Agencies

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Program Work Statement

Contract Start Date**9/1/2015****Contract End Date****9/30/2018**

Caritas works closely with BSS+C partners and innumerable community agencies. BSS+C Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients; for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.

Through agency Releases of Information (ROI) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI, then BSS+C Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount.

Service Collaboration with Other Agencies

BSS+C is a collaboration among 12 area nonprofit service providers. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches diverse populations. Roughly half of the service providers offer services which are focused on those who are currently experiencing homelessness and the other half of the service providers are focused on preventing homelessness. BSS+C was built on the premise of "no wrong door" for clients so they may receive all services from their home agency ensuring those in need receive the specific type of service their unique situation requires.

The Caritas of Austin BSS+C Admin Team serve as the conduit for all things BSS+C. This team handles daily communication to/with the partners, monitor the budget and progress on service goals, does all HMIS data quality for 12 agencies, prepares all required reporting for funders, meets with partner agencies to do twice yearly pre-monitoring visits, prepares the materials for all and oversees most of the BSS+C meetings, provides on-going technical assistance and customer services, processes all client check requests – rough 350-400 monthly, maintains the BSS+C website, designs and produces BSS+C collateral material, and more.

The Executive Directors of each partner agency meet every other month. The sitting chair oversees the meetings which are two hours in length and typically held at the agency of the sitting chair. The chair and co-chair rotate in October of each year. The purpose of the meetings are to get an update on financials, analysis of spending trend, progress on meeting goals, vote on action items and an opportunity to discuss issues in the community which impact homeless prevention and homeless services. Partner agency program managers meet monthly with the Caritas of Austin BSS+C Admin team. The purposes of these meetings are to educate, and have an opportunity for open dialogue regarding successes, challenges and improvements for the BSS+C program. Partner agency case managers meet from time-to-time (these are less formal meetings) so there can be discussion around client and housing issues. The BSS+C utilize formal written policies and procedures as a foundation in operating the collaborative.

Community Planning Activities

Caritas is highly involved in community planning activities through its participation on boards, advisors and participants in committees such as:

- ECHO (Continuum of Care): Rapid Rehousing, homelessness prevention, and coordinated assessment
- Disability Rights Texas Board Membership: protection for individuals with disabilities
- Austin Energy Consumer Committees: plan discounts and payment plans for low-income
- CAN (Community Advancement Network): leverages resources to help the community
- Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates
- Downtown Austin Alliance: planning citizen safety, helps the homeless, social services
- Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing
- JSC School & Family Work Group: plan to create stable communities for students
- Texas Homeless Network: work to support groups who prevent and end homelessness
- Austin Tenants Council: works to advocate on behalf of low-income clients
- Texas Rio Grande Legal Aid: Provides free legal services to low-income residents

Program Performance Measures

	Period			Contract Term
	1	2	3	
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs		Period			Contract Term **
		1	2*	3*	
ID	Output Measure Description				
1	Total Number of Unduplicated Clients Served	3091	3091	2890	6804
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	268	268	289	575
3	Total Number of Unduplicated Case Managed Clients Served	2823	2823	2601	6229

Outcomes		Period			Contract Term **
		1	2*	3*	
ID	Outcome Measure Description				
	Number of households at risk of homelessness that maintain housing	474	474	342	968
1A	Number of households receiving assistance	632	632	456	1290
	Percent of households at risk of homelessness that maintain housing	75	75	75	75.04
	Number of case-managed households that transition from homelessness into housing	164	164	213	406
1B	Number of households that exit the program	234	234	304	579
	Percent of case-managed households that transition from homelessness into housing	70.09	70.09	70.07	70.12

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

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Program Subgrantees

	Period			Contract Term
	1	2	3	
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

AIDS Services of Austin

Unduplicated Count	64	64	195	242
Amount	\$49,082.00	\$49,082.00	\$124,022.00	\$222,186.00

Length of Term**Start Date** 10/1/2015**End Date** 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Any Baby Can

Unduplicated Count	538	538	475	1163
Amount	\$98,225.00	\$98,225.00	\$100,225.00	\$296,675.00

Length of Term**Start Date** 10/1/2015**End Date** 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Catholic Charities of Central Texas

<i>Unduplicated Count</i>	275	275	270	615
<i>Amount</i>	\$123,803.00	\$118,803.00	\$121,303.00	\$363,909.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Family Eldercare

Unduplicated Count	224	224	220	501
Amount	\$67,512.00	\$62,512.00	\$63,762.00	\$193,786.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Foundation for the Homeless

Unduplicated Count	226	226	230	512
Amount	\$60,448.00	\$60,448.00	\$61,698.00	\$182,594.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Front Steps

Unduplicated Count	151	151	140	332
Amount	\$94,113.00	\$94,113.00	\$96,113.00	\$284,339.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	Period			Contract Term
	1	2	3	
Start Date	10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Goodwill Industries of Central Texas

Unduplicated Count	251	251	290	594
Amount	\$96,068.00	\$96,068.00	\$98,068.00	\$290,204.00

Length of Term**Start Date** 10/1/2015**End Date** 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Meals on Wheels and More

<i>Unduplicated Count</i>	138	138	125	301
<i>Amount</i>	\$49,352.00	\$53,512.00	\$54,632.00	\$157,496.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

SafePlace

Unduplicated Count	226	226	300	564
Amount	\$70,840.00	\$70,840.00	\$72,340.00	\$214,020.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

The Salvation Army

<i>Unduplicated Count</i>	333	333	360	770
<i>Amount</i>	\$12,090.00	\$48,356.00	\$49,356.00	\$109,802.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management and general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>			10/1/2017	9/1/2015
<i>End Date</i>			9/30/2018	9/30/2018

Subgrantee's Information**Name**

LifeWorks

Unduplicated Count	0	0	90	90
Amount	\$0.00	\$0.00	\$49,658.00	\$49,658.00

Length of Term**Start Date** 10/1/2017**End Date** 9/30/2018**Services to be subcontracted**

2017-18 Case Management, general operating expenses



Amendment No. 3
to
Contract No. NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Agreement is **One Hundred Sixty Two Thousand Four Hundred Sixteen dollars (\$162,416)**. The total Agreement amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Contract and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Contract and modify Exhibits	\$ 65,000	\$ 10,657,283
Amendment No. 3: Add funds to Contract and modify Exhibits	\$ 162,416	\$ 10,819,699

- 3.0 The following changes have been made to the original contract EXHIBITS:

Exhibit A.1 -- Program Work Statement is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement**. [Revised 2/14/2017]

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 2/14/2017]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 5/8/2017]

Exhibit B.2 -- Program Subgrantees is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subgrantees**. [Revised 5/8/2017]

Exhibit E -- Business Associate Agreement is added to the Agreement.

- 4.0 The following Terms and Conditions have been MODIFIED:

Section 1.2 **Responsibilities of the Grantee.** The Grantee shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Agreement Exhibits. The Grantee shall assure that all Agreement provisions are met by any Subgrantee performing services for the Grantee.

Section 4.1 **Agreement Amount.** The Grantee acknowledges and agrees that, notwithstanding any other provision of this Agreement, the maximum amount payable by the City under this Agreement for the initial 37 month term shall not exceed the amount approved by City Council, which is **\$10,819,699 (Ten Million Eight Hundred Nineteen Thousand Six Hundred Ninety Nine dollars)**, and **\$3,611,969 (Three Million Six Hundred Eleven Thousand Nine Hundred Sixty Nine dollars)** per 12 month extension option, for a total Agreement amount of \$21,655,606. Continuation of the Agreement beyond the initial 37 months is specifically contingent upon the availability and allocation of funding, and authorization by City Council.

Section 4.1.1.2 Transfers between or among the approved budget categories in excess of 10% or more than \$50,000 will require the City Agreement Manager's approval, and must meet all of the conditions outlined in Section 4.1.1.1 (ii) and (iii) above.

- i. The Grantee must submit a Budget Revision Form to the City **prior** to the submission of the Grantee's first monthly billing to the City following the transfer.

Section 4.1.2 Payment to the Grantee shall be made in the following increments:

4.1.2.2 For the Program Period of 10/1/2016 through 9/30/2017, the payment from the City to the Grantee shall not exceed \$3,611,969 (*Three Million Six Hundred Eleven Thousand Nine Hundred Sixty Nine dollars*);

4.1.2.3 For the Program Period of 10/1/2017 through 9/30/2018, the payment from the City to the Grantee shall not exceed \$3,611,969 (*Three Million Six Hundred Eleven Thousand Nine Hundred Sixty Nine dollars*).

Section 4.3.1 All requests accepted and approved for payment by the City will be paid within 30 calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without the information required in Section 4.2 cannot be processed, will be returned to the Grantee, and City will make no payment in connection with such request.

Section 4.4 **Non-Appropriation.** The awarding or continuation of this Agreement is dependent upon the availability of funding and authorization by Council. The City's payment obligations are payable only and solely from funds appropriated and available for this Agreement. The absence of appropriated or other lawfully available funds shall render the Agreement null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Grantee. The City shall provide the Grantee written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Agreement, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Agreement. In the event of non- or inadequate appropriation of funds, there will be no penalty or removal fees charged to the City.

Section 4.7.1 The City agrees to pay Grantee for services rendered under this Agreement and to reimburse Grantee for actual, eligible expenses incurred and paid in accordance with all terms and conditions of this Agreement. The City shall not be liable to Grantee for any costs incurred by Grantee which are not reimbursable as set forth in Section 4.8.

Section 4.7.4 The City shall not be liable to Grantee for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Grantee which were: a) incurred prior to the effective date of this Agreement or outside the Agreement period as referenced in Sections 4.1.2 and 4.8.1., or b) not billed to the City within 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.7.6 Grantee shall deposit and maintain all funds received under this Agreement in either a separate numbered bank account or a general operating account, either of which shall be supported with the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Agreement. The Grantee's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Agreement are disbursed. Grantee must be able to produce an accounting system-generated report of exact expenses or portions of expenses charged to the City for any given time period.

Section 4.8.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in Section 4.1.2, directly and specifically in the performance of this Agreement, and in conformance with the Agreement Exhibits. Grantee agrees that, unless otherwise specifically provided for in this Agreement, payment by the City under the terms of this Agreement is made on a reimbursement basis only; Grantee must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Agreement and subject to payment by the City. Expenses incurred during the Program Period may be paid up to 30 days after the end of the Program Period and included in the Final Payment Request for the Program Period, which shall be due no later than 5 p.m. CST 5 business days before the due date for the Grantee's annual Contract Progress Report or Contract Closeout Summary Report, whichever is applicable.

Section 4.8.3 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Agreement constitutes "written authorization." The item shall be specifically identified in the budget. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alteration, construction, or relocation of facilities
2. Cash payments, including cash equivalent gift cards such as Visa, MasterCard and American Express
3. Equipment and other capital expenditures.
4. Interest, other than mortgage interest as part of a pre-approved budget under this Agreement
5. Organization costs (costs in connection with the establishment or reorganization of an organization)
6. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over \$5,000
7. Selling and marketing
8. Travel/training outside Travis County

Section 4.8.4 The following types of expenses are specifically **not allowable** with City funds under this Agreement. The City shall have the authority to make the final determination as to whether an expense is an allowable cost.

1. Alcoholic beverages
2. Bad debts

3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity
4. Contingency provisions (funds). (Self-insurance reserves and pension funds are allowable.)
5. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement
6. Deferred costs
7. Depreciation
8. Donations and contributions including donated goods or space
9. Entertainment costs, other than expenses related to client incentives
10. Fines and penalties (including late fees)
11. Fundraising and development costs
12. Goods or services for officers' or employees' personal use
13. Housing and personal living expenses for organization's officers or employees
14. Idle facilities and idle capacity
15. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant
16. Lobbying or other expenses related to political activity
17. Losses on other agreements or casualty losses
18. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Agreement
19. Taxes, other than payroll and other personnel-related levies
20. Travel outside of the United States of America

Section 4.9.5 Grantee shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ckodm.com/austin/>, and required AFR Attachments, including a copy of the Grantee's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year to be due in conjunction with submission of the Grantee's annual financial audit report or financial review report as outlined in Section 4.12.4. If Grantee filed a Form 990 or Form 990EZ extension request, Grantee shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within 30 days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

Section 4.10.1 Grantee shall maintain written policies and procedures approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans with Disabilities Act; Conflict of Interest; Whistleblower; and Criminal Background Checks.

Section 4.11.2 The City expressly reserves the right to monitor client-level data related to services provided under this Agreement. If the Grantee asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided and is subject to acceptance by the City's Law Department.

Section 4.11.3 Grantee shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Agreement Term upon request following the receipt of the final report.

Section 4.12.2 If Grantee is not subject to the Single Audit Act, and expends \$750,000 or more during the Grantee's fiscal year, then Grantee shall have a full financial audit performed in accordance with Generally Accepted Auditing Standards (GAAS). If less than \$750,000 is expended, then a financial review is acceptable, pursuant to the requirements of this Agreement.

Section 4.12.4 Grantee must submit 1 Board-approved, bound hard copy of a complete financial audit report or financial review report, to include the original auditor Opinion Letter/Independent Auditor's Report within 270 calendar days of the end of Grantee's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report or financial review report must include the Management Letter/Internal Controls Letter, if one was issued by the auditor. Grantee may not submit electronic copies of financial audit reports or financial review reports to the City. Financial audit reports or financial review reports must be provided in hard copy, and either mailed or hand-delivered to the City.

Section 4.12.6 The City will contact the Board Chair to verify that the auditor presented the financial audit report/financial review report to the Grantee's Board of Directors or a committee of the Board.

- i. Grantee's Board Chair must submit a signed and dated copy of the APH Board Certification form to the City as verification.

A signed and dated copy of the APH Board Certification form will be due to the City with the financial audit report/financial review report. The City will deem the financial audit report/financial review report incomplete if the Grantee fails to submit the Board Certification form, as required by this Section.

Section 8.6 **Business Continuity**. Grantee warrants that it has adopted a business continuity plan that describes how Grantee will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Grantee shall provide a copy of the plan to the City's Agreement Manager upon request at any time during the term of this Agreement, and the requested information regarding the Business Continuity Plan shall appear in the annual Administrative and Fiscal Review document.

Section 8.21.1.4 require that all Subgrantees obtain and maintain, throughout the term of their Subagreement, insurance in the type required by this Agreement, and in amounts appropriate for the amount of the Subagreement, with the City being a named insured as its interest shall appear;

5.0 The following Terms and Conditions have been ADDED to the Agreement:

Section 4.3.3.8 identification of previously reimbursed expenses determined to be unallowable after payment was made.

Section 4.10.2 Grantee shall provide the City with copies of revised Articles of Incorporation and Doing Business As (DBA) certificates (if applicable) within 14 calendar days of receipt of the notice of filing by the Secretary of State's office. Grantee shall provide the City with copies of revised By-Laws within 14 calendar days of their approval by the Grantee's governing body.

Section 8.6.1 Grantee agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes. Grantee participation includes assisting the City to provide disaster response and recovery assistance to individuals and families impacted by manmade or natural disasters.

Section 8.21.1.6 maintain and make available to the City, upon request, Certificates of Insurance for all Subgrantees.

Section 8.27 **Public Information Act**. Grantee acknowledges that the City is required to comply with Chapter 552 of the Texas Government Code (Public Information Act). Under the Public Information Act, this Agreement and all related information within the City's possession or

to which the City has access are presumed to be public and will be released unless the information is subject to an exception described in the Public Information Act.

Section 8.28 HIPAA Standards. As applicable, Grantee and Subgrantees are required to develop and maintain administrative safeguards to ensure the confidentiality of all protected client information, for both electronic and non-electronic records, as established in the Health Insurance Portability and Accountability Act (HIPAA) Standards CFR 160 and 164, and to comply with all other applicable federal, state, and local laws and policies applicable to the confidentiality of protected client information. Grantee must maintain HIPAA-compliant Business Associate agreements with each entity with which it may share any protected client information.

8.28.1 Business Associate Agreement. If performance of this Agreement involves the use or disclosure of Protected Health Information (PHI), as that term is defined in 45 C.F.R. § 160.103, then Grantee acknowledges and agrees to comply with the terms and conditions contained in the Business Associate Agreement, attached as Exhibit E.

Section 8.29 Political and Sectarian Activity. No portion of the funds received by the Grantee under this Agreement shall be used for any political activity (including, but not limited to, any activity to further the election or defeat of any candidate for public office) or any activity undertaken to influence the passage, defeat, or final content of legislation; or for any sectarian or religious purposes.

Section 8.30 Culturally and Linguistically Appropriate Standards (CLAS). The City is committed to providing effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural beliefs and practices, preferred languages, health literacy, and other communication needs. This commitment applies to services provided directly by the City as well as services provided through its Grantees. Grantee and its Subgrantees agree to implement processes and services in a manner that is culturally and linguistically appropriate and competent. Guidance on adopting such standards and practices are available at the U.S. Department of Health and Human Services Office of Minority Health's website at: <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=6>.

In some instances, failure to provide language assistance services may have the effect of discriminating against persons on the basis of their natural origin. Guidelines for serving individuals with Limited English Proficiency (LEP) are available at <https://www.lep.gov/faqs/faqs.html>.

- 6.0** MBE/WBE goals were not established for this Contract.
- 7.0** Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.
- 8.0** By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 9.0** All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced contract.

CONTRACTOR

Signature: 

CARITAS OF AUSTIN
Jo Kathryn Quinn, Executive Director
611 Neches
Austin, TX 78701

Date: April 25, 2017

CITY OF AUSTIN

Signature: 

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 5/24/17

Program Work Statement

Contract Start Date

9/1/2015

*Contract End Date*9/30/2018

Program Goals And Objectives

The Best Single Source Plus Collaborative, consisting of 13 agencies, provides individuals/families in Austin/Travis County with comprehensive housing stability resources (case management and basic needs services). BSS+C ensures that clients have access to basic necessities - starting with housing - and extending to food, clothing, physical/mental health care, and other supportive services.

Program Clients Served

The target population for BSS+C is individuals/families living in Austin/Travis County, at or below 200% federal poverty level, and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where their housing can be stabilized with limited financial assistance and with up to 12 months of case management, with option to extend up to 24 months. Program suitability is determined by use of the BSS+C Eligibility and Screening Tool which reviews basic eligibility such as residency, income, the crisis that puts their housing at risk or are currently homeless, and past or current BSS Plus enrollment status. Additionally, the tool collects data on household employment/income potential, financial status, housing and legal history which generates a total assessment score and legend to make recommendation.

Score Legend & Assessment Recommendations include:

0-24: Not recommended for BSS+ unless access to other subsidized housing is assured within BSS+ service period. Refer to other more intensive supports and housing.

25-35: Recommended for BSS+. Likely to require up to 12 months case management and moderate support services.

36-45: Recommended for BSS+. Likely to require up to 3 months case management and minimal support services.

46-60: Not recommended for BSS+. Offer resources and referrals as appropriate.

The Actual Assistance Offered is also captured on the tool which includes an option for the Case Manager to select One Time Financial Assistance. If the assistance offered differs from the scoring recommendation, the Case Manager must state why and have their supervisor sign off.

Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Eligibility and Screening. BSS+C partner agencies eligibility criteria are listed below.

1.AIDS Services of Austin (ASA) provides services to persons living with HIV and/or AIDS who are experiencing a housing crisis or homelessness. To be eligible for BSS+C services the individual/household needs documentation of HIV + or AIDS diagnosis. Internal and external referrals are accepted and clients do not need to be co-enrolled in other ASA programs.

2.Any Baby Can (ABC) serves children with special health care needs, developmental delays, and who are in danger of abuse/neglect and families at-risk of losing their jobs and housing due to their child's health care needs and the expenses associated with medical care. Eligibility criteria begin with ABC program eligibility which comes to the agency through direct calls, outreach and collaborations. Once a family is enrolled internal programs, if they experience a housing stability crisis they are screened for BSS+C.

3.The Arc of the Capital Area (Arc) provides case management services to individuals with developmental disabilities and their families to improve their independence and ensure they remain living in their communities. BSS+C services are available to any Arc participant and/or their household members who meet eligibility standards. A limited amount of case management slots are reserved for households who do not have a member in another Arc program, but the household must have at least one individual with an intellectual and/or developmental disability.

4.Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Clients include households of all sizes; many of whom are veterans, refugees, women and children, and individuals with disabilities. They all share a common reality: they do not have a stable place to call home. All referrals to the Caritas BSS+C program come through Coordinated Assessment. Caritas often serves the most vulnerable individuals and families in need of housing. To be eligible for BSS+C, clients must complete the VI-SPDAT assessment through Coordinated Assessment, score within Rapid Rehousing range (Caritas accepts Internal Prevention referrals) and meet Caritas income requirement of 30% AML or below.

5.Catholic Charities of Central Texas (CCCTX) clients are of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin. Clients are individuals and families at

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Program Work Statement

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risk of becoming homeless due to a recent financial crisis. CCCTX also services clients already homeless at time of program entry. Clients currently call the intake line on specified dates for a BSS+C eligibility/screening. Beginning June 1st, the intake process will switch to an application process.

6. Family Eldercare (FEC) supports seniors and people with disabilities. To be eligible for BSS+C they must be adults with disabilities and/or seniors over the age of 55 and meet BSS+C eligibility requirements. Internal and external referrals are accepted and clients do not need to co-enroll in one of the FEC programs.

7. Foundation for the Homeless (FFH) serves both individuals and families at risk of homelessness or currently homeless. Outside referrals are also accepted. FFH requires that the household income be 100% or above the FPL.

8. Front Steps (FS) Eligibility criteria for BSS+C includes adult men and women participating in Front Step Case Management programs who are also meet BSS+C eligibility requirements. Case Managers within the Shelter Case Management program process internal and partner referrals.

9. Goodwill Central Texas (GW) serves homeless and at risk individuals/families facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other population served includes youth and low income households. To apply for BSS+C clients must be currently enrolled and active in a Goodwill Workforce Development program.

10. Meals on Wheels and More (MOWAM) assists clients and their families (who are primarily homebound/disabled) with prevention services through case management so they can remain in their homes/stably housed. The majority of clients served through BSS+C are those who are found to be eligible based on an assessment of housing needs during the in house programs for meals, groceries to go, and home repair.

11. SafePlace (SP) To access BSS+C, clients must be enrolled in the Survivor Advocacy program. All external referrals go through the hotline in order to complete safety planning and basic resources referrals. Callers are then directed to the Survivor Advocacy program to evaluate additional services. BSS+C program eligibility requirements for residency and income are waived for SafePlace; all clients fall under domestic violence exemption.

12. The Wright House Wellness Center (WHWC) To be eligible for BSS+C, clients must be living with a diagnosis of HIV and Hepatitis C and have documentation of the diagnosis. Internal and external referrals are accepted and clients do not need to be co-enrolled in other WHWC programs.

13. The Salvation Army (TSA) Clients include homeless individuals and families (majority are single mothers with children), low-income households, persons with disabilities, victims of domestic violence, and veterans. Referrals to BSS+C are made internally through a case manager of Passages Program, Rapid Re Housing Initiative, or SSVF programs.

Additional eligibility guidelines include:

- In addition to BSS+C eligibility requirements, clients must meet the eligibility criteria specified by the partner agency through which they are applying.
- At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria.
- Households can only be enrolled in BSS+C at one partner agency at a time.
- Previous BSS+C one-time financial assistance and case managed clients will not be eligible for BSS+C services for a period of 12 months after their exit date from BSS+C, verified using HMIS data.

BSS+C partners use standardized eligibility and enrollment forms that ensure quality client service and consistent data collection as well as a standard client file checklist.

Program Services And Delivery

The BSS+C program utilizes multiple overarching strategies:

(a) No Wrong Door - Together, the 13 partner agencies present 13 points of entry for access to housing stability, rapid re-housing and basic needs services. Households fully benefit from the diversity of partners' missions.

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(b) Homeless Prevention and Rapid Rehousing Services with Direct Financial Assistance – Case management is the foundation for all BSS+C strategies. The program provides comprehensive case management and basic needs services (rent, mortgage, utility assistance and housing supports) for homeless and housed clients who are or are about to be experiencing a housing crisis. BSS+ agencies focus on homelessness assistance, prevention or both. For clients entering the program who are at risk of losing their housing a homeless prevention strategy is used in order to prevent the individual or family from falling into homelessness. Case management, debt reduction, advocacy with the housing provider, mediation, flexible financial assistance and connection to needed resources (ex: mental health services, child care assistance, medical services, etc.) are all common strategies used. Once a homeless client/family enters into case management the goal is to rehouse them as quickly as possible so they do not fall deeper into homeless services such as shelters, etc. Case managers utilize many of the same strategies mentioned but actually house the client/family and use financial assistance to remove housing barriers which increases their rate of success to become stably housed.

(c) Comprehensive Case Management – Provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other safety net services.

(d) Landlord Outreach – Landlord Outreach Specialists (LOS) provide outreach and build relationships with prospective landlords with the goal of developing a pool of safe, affordable housing in which clients can be placed. LOS also work with clients to complete housing applications and serve as client advocates.

Services provided through BSS+C fall into the following categories:

One-Time Financial Assistance

A client will be eligible for One-Time Financial Assistance if they can become housing stable with the limited financial assistance and no case management is required. The BSS+C Eligibility and Screening Tool and the Housing Stability Assessment Tool are used to determine if a household is suitable for One-Time Financial Assistance. To allow flexibility, a household may be enrolled in one-time assistance and come back for case management services within 30 days. After 30 days, the client (and their household members) must wait 1 year from exit to reapply for BSS+C. Case Manager must give full disclosure of these rules to the client at time of program eligibility and screening. Remaining One Time Financial Assistance direct financial assistance total is subtracted from the case management cap. The household is allowed access to the remainder of the case management direct financial assistance cap.

Direct client One Time Financial Assistance (OTFA) caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. These payments will be provided on behalf of a client with the anticipation that no additional assistance will be needed in the next 12 months. Case management dollars are not associated with this assistance, though one-time case management resource and referral will be provided.

Eligible one-time financial assistance includes:

- One-time Rent Payment
- One-time Mortgage Payment
- One-time Utility Payment
- Housing Supports

Case Managed Financial Assistance

A client will be eligible for Case Management services and direct client financial assistance up to a capped amount during their eligibility in the program when One-Time Financial Assistance will not yield housing stability and case management is required. Case Managed Financial Assistance caps are set and approved by the BSS+C partner agencies at their discretion based on client need and availability of funds. Exceptions may be made to exceed caps, based on household need with the approval of agency management staff and BSS+C administration staff.

Case Management: Clients are required to meet regularly with their Case Manager; design and implement steps indicating progress toward self-sufficiency; and work on designated goals including financial management, life skills, debt reduction, credit repair, employment, and income benefits. Amount and intensity of case management service will be determined on a case-by-case basis.

Eligible Case Managed financial assistance includes:

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•Rent /Move-In Deposits: Includes first-month rent, security deposits for lease of a new unit, application fees, and other move-in expenses.

•Utility/Move-In Deposits: Includes utility deposits for lease of a new unit, utility application fees, and payment of past due utility debt so new services can be started.

•Rent Assistance: This category of assistance is for households that require several months of rental assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

•Short-Term Mortgage Payment: Assistance with mortgage payments keep an individual or family in the home that they own and in which they reside. Amount of assistance is determined on individual basis and case plan.

•Utility Assistance: This category of assistance is for households that require several months of utility assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Housing Location: A Housing Locator will identify properties suitable for clients, maintain a housing directory of available units, serve as a liaison between the landlord and client, and provide basic housing counseling as a client moves into stable permanent housing. Housing Location will be provided through Housing Locators employed by and located at Caritas of Austin.

Mediation and Legal Services: Includes referral to and support services from agencies, primarily Austin Tenants Council and Texas Rio Grande Legal Aid, for protection of tenant rights, provision of landlord and tenant education, and assessment of fair housing and housing discrimination issues.

Housing Supports: Housing supports such as food, furniture, basic household necessities and transportation may be provided as needed. Small home repair services may also be provided to keep individuals and families housed. Small home repairs require multiple quotes. All housing supports must be directly linked to housing stability. Case Managers will be asked to submit a statement of need, proper documentation, and follow guidelines for appropriate pricing.

Identification Assistance: Includes the payment for identification documents necessary for a client to obtain employment and/or housing. Identification documents include: birth certificates, social security cards, new/renewed state identification card, and driver's license.

1.AIDS Services of Austin (ASA) stabilizes its clients in housing, provide access to support services, and retains them in medical care. BSS+C will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS. Direct services include preventing the spread of the disease through awareness, education and HIV testing. Services available for clients meeting eligibility requirements: medical and non-medical case management, housing assistance, rent, utilities and housing supports.

2.Any Baby Can (ABC) BSS+C will help families become stable in housing by providing rent and utilities assistance while they plan how to manage expenses and gain the education to help them become self-sufficient. Most services are provided through home visitation programs and also offer community classes, support groups and community resources. ABC believes that every child deserves a strong family.

3.The Arc of the Capital Area (Arc) provides community-based services that improve the quality of life through medical maintenance, money management, housing and living assistance, and community transitions. BSS+C will support clients to become stable in housing, and regain self-sufficiency.

4.Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Caritas provides a services continuum for those experiencing poverty that begins with a safety net and links to resources to achieve self-sufficiency. Caritas service areas include: supportive housing, housing stability case management, education, employment, food, and refugee resettlement services. Clients include households of all sizes; many of whom are veterans, refugees, women and children. They all share a common reality: they do not have a stable place to call home. All referrals to the Caritas BSS+C program come through Coordinated Assessment. BSS+C assistance is utilized to remove barriers to securing and maintaining housing.

5.Catholic Charities of Central Texas (CCCTX) provides emergency services as well as assistance accessing mainstream

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benefits and employment services. BSS+C will be used to help clients become stable in housing or re-gain housing after experiencing short-term homelessness. Services and assistance provided include: general case management, information and referral, immigration legal services, disaster relief services and Gabriel Project Life Center, providing a variety of services to women and men in crisis pregnancies and through the first year of a child's life.

6. Family Eldercare (FEC) supports clients to live independently in the community, through provision of services; money management, service coordination and low income senior housing. Services are provided to seniors and adults with disabilities who are low income and need assistance to manage and/or apply for benefits and maintain housing. Services include: in-home care and caregiver services, guardianship services, money management, geriatric consultation and independent living supports. BSS+C will primarily be used for rent, mortgage, and utilities assistance and small home repairs to help older adults in financial crisis to remain stable in housing.

7. Foundation for the Homeless (FFH) mobilizes the resources of faith and community-based organizations to alleviate the suffering of the homeless through emergency shelter, rapid re-housing, and homelessness prevention. Prevention clients typically enroll in long-term case management. Rapid rehousing services are offered to households living in shelter to assist with housing barriers such as rental and utility debt and rehousing search and move in costs. Host churches, synagogues and support congregations work in collaboration to provide year round shelter, meals, and a loving presence while FFH staff provide transportation, case management, referrals and other supportive services to families as they work toward achieving goals of permanent housing and self-sufficiency.

8. Front Steps (FS) programs include the Recuperative Care Project for medically vulnerable individuals, the Housing Program offering supportive services for those exiting homelessness, and the AmeriCorps/Keep Austin Housed Program serving homeless/at-risk/formerly homeless individuals in the community. FS provides a full range of rapid rehousing services, and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. Four heavily utilized components of the ARCH provide indispensable services to homeless individuals:

- The Day Resource Center (DRC) serves homeless men, women, and accompanied children.
- The ARCH Day Sleep program (a component of the DRC) serves homeless men and women.
- The ARCH overnight shelter serves homeless men.
- The ARCH shelter case management programs serves homeless (and those at-risk of becoming homeless) men and women.

9. Goodwill Central Texas (GW) enhances the quality of life facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other populations served include youth and low income households. BSS+C services will be utilized to assist clients with housing barriers and obtain/maintain housing.

10. Meals on Wheels and More (MOWAM) delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWAM additional services include minor and major home repairs; grocery shopping assistance; a monthly supply of shelf-stable groceries; extra, daily, shelf-stable meals for the nutritionally at-risk; veteran services; problem-solving therapies; rural meal delivery; Alzheimer's respite; and pet food and pet health care for their clients' dogs and cats. If the client/household is found to need case management the case is moved from its supportive team to its CARE TEAM who will complete eligibility screening for household needs/stability.

11. SafePlace (SP) provides crisis intervention, counseling, prevention, education, long term support and advocacy services and programs designed to end sexual and domestic violence. Free and confidential services are provided to those who have been impacted by sexual or domestic violence. Eligible clients may receive emergency shelter, hospital and legal advocacy, case management, financial assistance for rent, utilities, and housing supports. BSS+C program eligibility requirements for residency and income are waived for SafePlace; all clients fall under domestic violence exemption.

12. The Wright House Wellness Center (WHWC) mission is to improve the lives of Central Texans living with, at risk for, and affected by HIV/AIDS, and/or Hepatitis C through outreach, education, health and holistic services, and care coordination.

13. The Salvation Army (TSA) provides permanent supportive housing, emergency shelter, disaster relief, rapid rehousing, and homelessness prevention services. BSS+C will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Direct client assistance is primarily used to alleviate boundaries to housing/self-sufficiency, to

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rapidly rehouse clients in affordable rental units and assist with becoming financially stable. Clients reside at the Social Service multi population emergency shelter and the Austin Shelter for Women and Children.

System for Collecting and Reporting Program Data

Each of the BSS+C service providers participates in the HMIS through ServicePoint, except for SafePlace who uses a web-based software Apricot which is a comparable database to HMIS. Client eligibility documents and services are collected and stored in paper files and HMIS. Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, percentage of federal poverty level chart and gross income calculation tool. Common program forms are used including eligibility and enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake.

As the lead and fiscal agent for BSS+C, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality checks are performed with the 13 BSS+C agencies to ensure compliance with data entry guidelines.

Partner MOUs outlines expectations and timelines for program implementation and data collection. Caritas has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is requested. Monthly summary reports are sent to BSS+C agencies to confirm all client data and services. All BSS+C client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

Performance Evaluation

The Caritas Associate Director of BSS+C and Evaluation monitors expenditures and client data at least monthly, utilizing HMIS reports, a check request log, and reports from Caritas' accounting system. Program expenditure and performance data is reported through the Director of Housing Services to the Executive Director and finally to the Caritas Board of Directors on a monthly basis. Additionally, the Executive Directors and/or Program Managers from BSS+C partner agencies meet at least monthly to evaluate expenditures, client performance, and to make recommendations for program improvement.

Quality Improvement

The real-time, client level data in HMIS allows issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+C program is meeting its intended benchmarks and facilitate program improvements among the partner agencies.

Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+C Program. A BSS+C website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program performance, and provide tools. Caritas also performs onsite pre-monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

When challenges or problems are identified, management and lead partner BSS+C staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions, whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others.

Monthly meetings between BSS+C Partner Executive Directors also allow for high level discussion of program operations and potential improvements.

Service Coordination with Other Agencies

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Program Work Statement

Contract Start Date**9/1/2015*****Contract End Date*****9/30/2018*****Service Cooperation with Other Agencies:***

Caritas works closely with BSS+C partners, WERC agencies and innumerable community agencies. BSS+C Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients; for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.

Through agency Releases of Information (ROI) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI, then BSS+C Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount.

Service Collaboration with Other Agencies

BSS+C is a collaboration among 13 area nonprofit service providers. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches diverse populations. Roughly half of the service providers offer services which are focused on those who are currently experiencing homelessness and the other half of the service providers are focused on preventing homelessness. BSS+C was built on the premise of "no wrong door" for clients so they may receive all services from their home agency ensuring those in need receive the specific type of service their unique situation requires.

The Caritas of Austin BSS+C Admin Team serve as the conduit for all things BSS+C. This team handles daily communication to/with the partners, monitor the budget and progress on service goals, does all HMIS data quality for 13 agencies, prepares all required reporting for funders, meets with partner agencies to do twice yearly pre-monitoring visits, prepares the materials for all and oversees most of the BSS+C meetings, provides on-going technical assistance and customer services, processes all client check requests – rough 350-400 monthly, maintains the BSS+C website, designs and produces BSS+C collateral material, and more.

The Executive Directors of each partner agency meet every other month. The sitting chair oversees the meetings which are two hours in length and typically held at the agency of the sitting chair. The chair and co-chair rotate in October of each year. The purpose of the meetings are to get an update on financials, analysis of spending trend, progress on meeting goals, vote on action items and an opportunity to discuss issues in the community which impact homeless prevention and homeless services. Partner agency program managers meet monthly with the Caritas of Austin BSS+C Admin team. The purposes of these meetings are to educate, and have an opportunity for open dialogue regarding successes, challenges and improvements for the BSS+C program. Partner agency case managers meet from time-to-time (these are less formal meetings) so there can be discussion around client and housing issues. The BSS+C utilize formal written policies and procedures as a foundation in operating the collaborative.

Community Planning Activities

Caritas is highly involved in community planning activities through its participation on boards, advisors and participants in committees such as:

- ECHO (Continuum of Care): Rapid Rehousing, homelessness prevention, and coordinated assessment
- Disability Rights Texas Board Membership: protection for individuals with disabilities
- Austin Energy Consumer Committees: plan discounts and payment plans for low-income
- CAN (Community Advancement Network): leverages resources to help the community
- Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates
- Downtown Austin Alliance: planning citizen safety, helps the homeless, social services
- Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing
- JSC School & Family Work Group: plan to create stable communities for students
- Texas Homeless Network: work to support groups who prevent and end homelessness
- Austin Tenants Council: works to advocate on behalf of low-income clients
- Texas Rio Grande Legal Aid: Provides free legal services to low-income residents

*Created 4/24/2015 1:15:00 PM**Last Modified, If Applicable 2/14/2017 11:18:00 AM*

Program Performance Measures

		Period			Contract Term
		1	2	3	
Start Date		10/1/2015	10/1/2016	10/1/2017	9/1/2015
End Date		9/30/2016	9/30/2017	9/30/2018	9/30/2018
		Period			Contract Term **
		1	2*	3*	
Outputs					
ID	Output Measure Description				
1	Total Number of Unduplicated Clients Served	3091	3065	3065	6955
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	268	245	245	603
3	Total Number of Unduplicated Case Managed Clients Served	2823	2820	2820	6352
Outcomes					
		Period			Contract Term **
		1	2*	3*	
	Number of households at risk of homelessness that maintain housing	474	474	474	1067
1A	Number of households receiving assistance	632	632	632	1422
	Percent of households at risk of homelessness that maintain housing	75	75	75	75.04
	Number of case-managed households that transition from homelessness into housing	164	164	164	369
1B	Number of households that exit the program	234	234	234	527
	Percent of case-managed households that transition from homelessness into housing	70.09	70.09	70.09	70.02

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

Created: 4/24/2015 1:45:00 PM Last Modified, If Applicable: 2/14/2017 10:58:00 AM

Program Budget and Narrative

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	9/1/2015	10/1/2016	10/1/2017		
<i>Period End Date</i>	9/30/2016	9/30/2017	9/30/2018	Total	
Salary plus Benefits	\$571,195.00	\$634,830.00	\$659,830.00	\$1,865,855.00	
<i>General Operations Expenses</i>	\$142,807.00	\$97,950.00	\$72,950.00	\$313,707.00	
<i>Program Subgrantees</i>	\$826,176.00	\$845,893.00	\$891,177.00	\$2,563,246.00	
<i>Staff Travel</i>	\$1,000.00	\$1,000.00	\$1,000.00	\$3,000.00	
<i>Conferences</i>	\$700.00	\$700.00	\$700.00	\$2,100.00	
Operations SubTotal	\$970,683.00	\$945,543.00	\$965,827.00	\$2,882,053.00	
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00	\$0.00	
<i>Financial Direct Assistance to Clients</i>	\$1,767,883.00	\$1,727,482.00	\$1,700,312.00	\$5,195,677.00	
<i>Other Assistance Amount</i>	\$286,000.00	\$304,114.00	\$286,000.00	\$876,114.00	
Direct Assistance SubTotal	\$2,053,883.00	\$2,031,596.00	\$1,986,312.00	\$6,071,791.00	
Capital Outlay Amount	\$0.00	\$0.00	\$0.00	\$0.00	
Total	\$3,595,761.00	\$3,611,969.00	\$3,611,969.00	\$10,819,699.00	
<i>Total Period Percentage</i>	33.23	33.38	33.38		

Detailed Budget Narrative**Salaries plus Benefits**

Salaries, benefits, fringe and employment taxes for direct services and administrative staff working on the program.

General Op Expenses

Occupancy, utilities, insurance, security, janitorial, pest control, audit, employee parking, maintenance/repairs, telephone/internet, IT hardware and software, HMIS user licenses and reporting tools, viewing and adhoc licenses, database, website maintenance, supplies, postage, payroll fees, printing, reproduction, staff mileage reimbursement, translation/interpretation, in-county staff training and other overhead expenses.

Program Subgrantees

Case managers, general operating expense allowance, mileage reimbursement for staff travel inside Travis County, HMIS user licenses and reporting tools, supervisory time, conference registration fees, audit fees, insurance, hardware and software and other overhead expenses that relate to the program.

Staff Travel

Mileage, per diem, airfare and bus reimbursement to attend conferences related to the program.

Conferences

Conference/training registration fees directly related to the program.

Food and Beverage**Financial Assistance**

Forward rent and utility payments, rent and utility arrears, deposits and application fees.

Other Assistance

Household furniture, identification costs, moving fees, basic household necessities, gift cards to Walmart and HEB, client transportation reimbursement for mileage, bus or taxi, employment support, small home repairs, other types of assistance that directly relate to clients obtaining or maintaining stable housing.

Capital Outlay

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Last Modified, If Applicable 5/8/2017 11:19:00 AM

Program Subgrantees

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

AIDS Services of Austin

<i>Unduplicated Count</i>	64	63	63	144
<i>Amount</i>	\$49,082.00	\$50,082.00	\$50,082.00	\$149,246.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Any Baby Can

<i>Unduplicated Count</i>	538	534	534	1205
<i>Amount</i>	\$98,225.00	\$100,225.00	\$100,225.00	\$298,675.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

The Arc of the Capital Area

<i>Unduplicated Count</i>	265	263	263	593
<i>Amount</i>	\$60,690.00	\$56,823.00	\$73,940.00	\$220,320.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Catholic Charities of Central Texas

<i>Unduplicated Count</i>	275	273	273	616
<i>Amount</i>	\$123,803.00	\$121,303.00	\$121,303.00	\$366,409.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Family Eldercare

<i>Unduplicated Count</i>	224	222	222	501
<i>Amount</i>	\$67,512.00	\$63,762.00	\$63,762.00	\$195,036.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Foundation for the Homeless

<i>Unduplicated Count</i>	226	224	224	506
<i>Amount</i>	\$60,448.00	\$61,698.00	\$61,698.00	\$183,844.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Front Steps

<i>Unduplicated Count</i>	151	150	150	338
<i>Amount</i>	\$94,113.00	\$77,117.00	\$96,113.00	\$286,339.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Goodwill Industries of Central Texas

Unduplicated Count	251	249	249	562
Amount	\$96,068.00	\$98,068.00	\$98,068.00	\$292,204.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

Meals on Wheels and More

Unduplicated Count	138	137	137	309
Amount	\$49,352.00	\$45,461.00	\$54,632.00	\$158,616.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

SafePlace

<i>Unduplicated Count</i>	226	224	224	506
<i>Amount</i>	\$70,840.00	\$72,340.00	\$72,340.00	\$215,520.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

The Salvation Army

Unduplicated Count	333	330	330	745
Amount	\$12,090.00	\$49,356.00	\$49,356.00	\$110,802.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management and general operating expenses

Program Subgrantees

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subgrantee's Information**Name**

The Wright House Wellness Center

<i>Unduplicated Count</i>	83	82	82	185
<i>Amount</i>	\$43,953.00	\$49,658.00	\$49,658.00	\$143,269.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

BUSINESS ASSOCIATE AGREEMENT PROVISIONS

This Business Associate Agreement (the "Agreement"), is made by and between the Grantee (Business Associate) and the City (Covered Entity) (collectively the "Parties") to comply with privacy standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160 and 164 ("the Privacy Rule") and security standards adopted by the U.S. Department of Health and Human Services as they may be amended from time to time, 45 C.F.R. parts 160, 162 and 164, subpart C ("the Security Rule"), and the Health Information Technology for Economic and Clinical Health (HITECH) Act, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009 and regulations promulgated there under and any applicable state confidentiality laws.

RECITALS

WHEREAS, Business Associate provides services outlined in Exhibit A.1 to or on behalf of Covered Entity;

WHEREAS, in connection with these services, Covered Entity discloses to Business Associate certain protected health information that is subject to protection under the HIPAA Rules; and

WHEREAS, the HIPAA Rules require that Covered Entity receive adequate assurances that Business Associate will comply with certain obligations with respect to the PHI received, maintained, or transmitted in the course of providing services to or on behalf of Covered Entity.

NOW THEREFORE, in consideration of the mutual promises and covenants herein, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

- A. Definitions. Terms used herein, but not otherwise defined, shall have meaning ascribed by the Privacy Rule and the Security Rule.
1. Breach. "Breach" shall have the same meaning as the term "breach" in 45 C.F.R. §164.502.
 2. Business Associate. "Business Associate" shall have the same meaning as the term "business associate" in 45 C.F.R. §160.103 and in reference to the party to this agreement, shall mean Grantee.
 3. Covered Entity. "Covered Entity" shall have the same meaning as the term "covered entity" in 45 C.F.R. §160.103 and in reference to the party to this agreement shall mean The City of Austin.
 4. Designated Record Set. "Designated Record Set" shall mean a group of records maintained by or for a Covered Entity that is: (i) the medical records and billing records about Individuals maintained by or for a covered health care provider; (ii) the enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or (iii) used, in whole or in part, by or for the covered entity to make decisions about Individuals. For purposes of

this definition, the term "record" means any item, collection, or grouping of information that includes protected health information and is maintained, collected, used, or disseminated by or for a covered entity.

5. HIPAA Rules. The Privacy Rule and the Security Rule and amendments codified and promulgated by the HITECH Act are referred to collectively herein as "HIPAA Rules."
 6. Individual. "Individual" shall mean the person who is the subject of the protected health information.
 7. Incident. "Incident" means a potential or attempted unauthorized access, use, disclosure, modification, loss or destruction of PHI, which has the potential for jeopardizing the confidentiality, integrity or availability of the PHI.
 8. Protected Health Information ("PHI"). "Protected Health Information" or PHI shall have the same meaning as the term "protected health information" in 45 C.F.R. §160.103, limited to the information created, received, maintained or transmitted by Business Associate from or on behalf of covered entity pursuant to this Agreement.
 9. Required by Law. "Required by Law" shall mean a mandate contained in law that compels a use or disclosure of PHI.
 10. Secretary. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his or her Designee.
 11. Sensitive Personal Information. "Sensitive Personal Information" shall mean an individual's first name or first initial and last name in combination with any one or more of the following items, if the name and the items are not encrypted: a) social security number; driver's license number or government-issued identification number; or account number or credit or debit card number in combination with any required security code, access code, or password that would permit access to an individual's financial account; or b) information that identifies an individual and relates to: the physical or mental health or condition of the individual; the provision of health care to the individual; or payment for the provision of health care to the individual.
 12. Subcontractor. "subcontractor" shall have the same meaning as the term "subcontractor" in 45 C.F.R. §160.103.
 13. Unsecured PHI. "Unsecured PHI" shall mean PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the guidance issued under section 13402(h)(2) of Public Law 111-5.
- B. Purposes for which PHI May Be Disclosed to Business Associate. In connection with the services provided by Business Associate to or on behalf of Covered Entity described in this

Agreement, Covered Entity may disclose PHI to Business Associate for the purposes of providing a social service.

C. Obligations of Covered Entity. If deemed applicable by Covered Entity, Covered Entity shall:

1. provide Business Associate a copy of its Notice of Privacy Practices ("Notice") produced by Covered Entity in accordance with 45 C.F.R. 164.520 as well as any changes to such Notice;
2. provide Business Associate with any changes in, or revocation of, authorizations by Individuals relating to the use and/or disclosure of PHI, if such changes affect Business Associate's permitted or required uses and/or disclosures;
3. notify Business Associate of any restriction to the use and/or disclosure of PHI to which Covered Entity has agreed in accordance with 45 C.F.R. 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI;
4. not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by the Covered entity;
5. notify Business Associate of any amendment to PHI to which Covered Entity has agreed that affects a Designated Record Set maintained by Business Associate;
6. if Business Associate maintains a Designated Record Set, provide Business Associate with a copy of its policies and procedures related to an Individual's right to: access PHI; request an amendment to PHI; request confidential communications of PHI; or request an accounting of disclosures of PHI; and,
7. direct, review and control notification made by the Business Associate of individuals of breach of their Unsecured PHI in accordance with the requirements set forth in 45 C.F.R. §164.404.

D. Obligations of Business Associate. Business Associate agrees to comply with applicable federal and state confidentiality and security laws, specifically the provisions of the HIPAA Rules applicable to business associates, including:

1. Use and Disclosure of PHI. Except as otherwise permitted by this Agreement or applicable law, Business Associate shall not use or disclose PHI except as necessary to provide Services described above to or on behalf of Covered Entity, and shall not use or disclose PHI that would violate the HIPAA Rules if used or disclosed by Covered Entity. Also, knowing that there are certain restrictions on disclosure of PHI. Provided, however, Business Associate may use and disclose PHI as necessary for the proper management and administration of Business Associate, or to carry out its legal responsibilities. Business Associate shall in such cases:

- (a) provide information and training to members of its workforce using or disclosing PHI regarding the confidentiality requirements of the HIPAA Rules and this Agreement;
 - (b) obtain reasonable assurances from the person or entity to whom the PHI is disclosed that: (a) the PHI will be held confidential and further used and disclosed only as Required by Law or for the purpose for which it was disclosed to the person or entity; and (b) the person or entity will notify Business Associate of any instances of which it is aware in which confidentiality of the PHI has been breached; and
 - (c) agree to notify the designated Privacy Officer of Covered Entity of any instances of which it is aware in which the PHI is used or disclosed for a purpose that is not otherwise provided for in this Agreement or for a purpose not expressly permitted by the HIPAA Rules.
- 2. Data Aggregation. In the event that Business Associate works for more than one Covered Entity, Business Associate is permitted to use and disclose PHI for data aggregation purposes, however, only in order to analyze data for permitted health care operations, and only to the extent that such use is permitted under the HIPAA Rules.
- 3. De-identified Information. Business Associate may use and disclose de-identified health information if written approval from the Covered Entity is obtained, and the PHI is de-identified in compliance with the HIPAA Rules. Moreover, Business Associate shall review and comply with the requirements defined under Section E. of this Agreement.
- 4. Safeguards.
 - (a) Business Associate shall maintain appropriate safeguards to ensure that PHI is not used or disclosed other than as provided by this Agreement or as Required by Law. Business Associate shall implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of any paper or electronic PHI it creates, receives, maintains, or transmits on behalf of Covered Entity.
 - (b) Business Associate shall assure that all PHI be secured when accessed by Business Associate's employees, agents or subcontractor. Any access to PHI by Business Associate's employees, agents or subcontractors shall be limited to legitimate business needs while working with PHI. Any personnel changes by Business Associate, eliminating the legitimate business needs for employees, agents or contractors access to PHI – either by revision of duties or termination – shall be immediately reported to Covered Entity. Such reporting shall be made no later than the third business day after the personnel change becomes effective.

5. Minimum Necessary. Business Associate shall ensure that all uses and disclosures of PHI are subject to the principle of "minimum necessary use and disclosure," i.e., that only PHI that is the minimum necessary to accomplish the intended purpose of the use, disclosure, or request is used or disclosed; and, the use of limited data sets when possible.
6. Disclosure to Agents and Subcontractors. If Business Associate discloses PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, to agents, including a subcontractor, Business Associate shall require the agent or subcontractor to agree to the same restrictions and conditions as apply to Business Associate under this Agreement. Business Associate shall ensure that any agent, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, receives, maintains, or transmits on behalf of the Covered Entity. Business Associate shall be liable to Covered Entity for any acts, failures or omissions of the agent or subcontractor in providing the services as if they were Business Associate's own acts, failures or omissions, to the extent permitted by law. Business Associate further expressly warrants that its agents or subcontractors will be specifically advised of, and will comply in all respects with, the terms of this Agreement.
7. Individual Rights Regarding Designated Record Sets. If Business Associate maintains a Designated Record Set on behalf of Covered Entity Business Associate agrees as follows:
 - (a) Individual Right to Copy or Inspection. Business Associate agrees that if it maintains a Designated Record Set for Covered Entity that is not maintained by Covered Entity, it will permit an Individual to inspect or copy PHI about the Individual in that set as directed by Covered Entity to meet the requirements of 45 C.F.R. § 164.524. If the PHI is in electronic format, the Individual shall have a right to obtain a copy of such information in electronic format and, if the Individual chooses, to direct that an electronic copy be transmitted directly to an entity or person designated by the individual in accordance with HITECH section 13405 (c). Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible, but not later than 30 days following receipt of the request. Business Associate agrees to make reasonable efforts to assist Covered Entity in meeting this deadline. The information shall be provided in the form or format requested if it is readily producible in such form or format; or in summary, if the Individual has agreed in advance to accept the information in summary form. A reasonable, cost-based fee for copying health information may be charged. If Covered Entity maintains the requested records, Covered Entity, rather than Business Associate shall permit access according to its policies and procedures implementing the Privacy Rule.

- (b) Individual Right to Amendment. Business Associate agrees, if it maintains PHI in a Designated Record Set, to make amendments to PHI at the request and direction of Covered Entity pursuant to 45 C.F.R. § 164.526. If Business Associate maintains a record in a Designated Record Set that is not also maintained by Covered Entity, Business Associate agrees that it will accommodate an Individual's request to amend PHI only in conjunction with a determination by Covered Entity that the amendment is appropriate according to 45 C.F.R. § 164.526.
- (c) Accounting of Disclosures. Business Associate agrees to maintain documentation of the information required to provide an accounting of disclosures of PHI, whether PHI is paper or electronic format, in accordance with 45 C.F.R. § 164.528 and HITECH Sub Title D Title VI Section 13405 (c), and to make this information available to Covered Entity upon Covered Entity's request, in order to allow Covered Entity to respond to an Individual's request for accounting of disclosures. Under the Privacy Rule, Covered Entity is required to take action on such requests as soon as possible but not later than 60 days following receipt of the request. Business Associate agrees to use its best efforts to assist Covered Entity in meeting this deadline but not later than 45 days following receipt of the request. Such accounting must be provided without cost to the individual or Covered Entity if it is the first accounting requested by an individual within any 12 month period; however, a reasonable, cost-based fee may be charged for subsequent accountings if Business Associate informs the individual in advance of the fee and is afforded an opportunity to withdraw or modify the request. Such accounting is limited to disclosures that were made in the six (6) years prior to the request (not including disclosures prior to the compliance date of the Privacy Rule) and shall be provided for as long as Business Associate maintains the PHI.
8. Internal Practices, Policies and Procedures. Except as otherwise specified herein, Business Associate shall make available its internal practices, books, records, policies and procedures relating to the use and disclosure of PHI, received from or on behalf of Covered Entity to the Secretary or his or her agents for the purpose of determining Covered Entity's compliance with the HIPAA Rules, or any other health oversight agency, or to Covered Entity. Records requested that are not protected by an applicable legal privilege will be made available in the time and manner specified by Covered Entity or the Secretary.
9. Notice of Privacy Practices. Business Associate shall abide by the limitations of Covered Entity's Notice of which it has knowledge. Any use or disclosure permitted by this Agreement may be amended by changes to Covered Entity's Notice; provided, however, that the amended Notice shall not affect permitted uses and disclosures on which Business Associate relied prior to receiving notice of such amended Notice.

10. Withdrawal of Authorization. If the use or disclosure of PHI in this Agreement is based upon an Individual's specific authorization for the use or disclosure of his or her PHI, and the Individual revokes such authorization, the effective date of such authorization has expired, or such authorization is found to be defective in any manner that renders it invalid, Business Associate shall, if it has notice of such revocation, expiration, or invalidity, cease the use and disclosure of the Individual's PHI except to the extent it has relied on such use or disclosure, or if an exception under the Privacy Rule expressly applies.
11. Knowledge of HIPAA Rules. Business Associate agrees to review and understand the HIPAA Rules as it applies to Business Associate, and to comply with the applicable requirements of the HIPAA Rule, as well as any applicable amendments.
12. Information Incident Notification for PHI. Business Associate will report any successful Incident of which it becomes aware and at the request of the Covered Entity, will identify: the date of the Incident, scope of Incident, Business Associate's response to the Incident, and the identification of the party responsible for causing the Incident.
13. Information Breach Notification for PHI. Business Associate expressly recognizes that Covered Entity has certain reporting and disclosure obligations to the Secretary and the Individual in case of a security breach of unsecured PHI. Where Business Associate accesses, maintains, retains, modifies, records, stores, destroys, or otherwise holds, uses or discloses unsecured paper or electronic PHI, Business Associate immediately following the "discovery" (within the meaning of 45 C.F.R. §164.410(a)) of a breach of such information, shall notify Covered Entity of such breach. Initial notification of the breach does not need to be in compliance with 45 C.F.R. §164.404(c); however, Business Associate must provide Covered Entity with all information necessary for Covered Entity to comply with 45 C.F.R. §164.404(c) without reasonable delay, and in no case later than three days following the discovery of the breach. Business Associate shall be liable for the costs associated with such breach if caused by the Business Associate's negligent or willful acts or omissions, or the negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.
14. Breach Notification to Individuals. Business Associate's duty to notify Covered Entity of any breach does not permit Business Associate to notify those individuals whose PHI has been breached by Business Associate without the express written permission of Covered Entity to do so. Any and all notification to those individuals whose PHI has been breached shall be made by the Business Associate under the direction, review and control of Covered Entity. The Business Associate will notify the Covered Entity via telephone with follow-up in writing to include; name of individuals whose PHI was breached, information breached, date of breach, form of breach, etc. The cost of the notification will be paid by the Business Associate.
15. Information Breach Notification for Other Sensitive Personal Information. In addition to the reporting under Section D.12, Business Associate shall notify

Covered Entity of any breach of computerized Sensitive Personal Information (as determined pursuant to Title 11, subtitle B, chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code) to assure Covered Entity's compliance with the notification requirements of Title 11, Subtitle B, Chapter 521, Subchapter A, Section 521.053, Texas Business & Commerce Code. Accordingly, Business Associate shall be liable for all costs associated with any breach caused by Business Associate's negligent or willful acts or omissions, or those negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.

E. Permitted Uses and Disclosures by Business Associates. Except as otherwise limited in this Agreement, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in this Business Associates Agreement or in a Master Services Agreement, provided that such use or disclosure would not violate the HIPAA Rules if done by Covered Entity or the minimum necessary policies and procedures of the Covered Entity. Also, Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with the HIPAA Rules.

1. Use. Business Associate will not, and will ensure that its directors, officers, employees, contractors and other agents do not, use PHI other than as permitted or required by Business Associate to perform the Services or as required by law, but in no event in any manner that would constitute a violation of the Privacy Standards or Security standards if used by Covered Entity.
2. Disclosure. Business Associate will not, and will ensure that its directors, officers, employees, contractors, and other agents do not, disclose PHI other than as permitted pursuant to this arrangement or as required by law, but in no event disclose PHI in any manner that would constitute a violation of the Privacy Standards or Security Standards if disclosed by Covered Entity.
3. Business Associate acknowledges and agrees that Covered Entity owns all right, title, and interest in and to all PHI, and that such right, title, and interest will be vested in Covered Entity. Neither Business Associate nor any of its employees, agents, consultants or assigns will have any rights in any of the PHI, except as expressly set forth above. Business Associate represents, warrants, and covenants that it will not compile and/or distribute analyses to third parties using any PHI without Covered Entity's express written consent.

F. Application of Security and Privacy Provisions to Business Associate.

1. Security Measures. Sections 164.308, 164.310, 164.312 and 164.316 of Title 45 of the Code of Federal Regulations dealing with the administrative, physical and technical safeguards as well as policies, procedures and documentation requirements that apply to Covered Entity shall in the same manner apply to Business Associate. Any additional security requirements contained in Sub Title D of Title IV of the HITECH Act that apply to Covered Entity shall also apply to Business Associate. Pursuant to

the foregoing requirements in this section, the Business Associate will implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the paper or electronic PHI that it creates, has access to, or transmits. Business Associate will also ensure that any agent, including a subcontractor, to whom it provides such information, agrees to implement reasonable and appropriate safeguards to protect such information. Business Associate will ensure that PHI contained in portable devices or removable media is encrypted.

2. Annual Guidance. For the first year beginning after the date of the enactment of the HITECH Act and annually thereafter, the Secretary shall annually issue guidance on the most effective and appropriate technical safeguards for use in carrying out the sections referred to in subsection (a) and the security standards in subpart C of part 164 of title 45, Code of Federal Regulations. Business Associate shall, at their own cost and effort, monitor the issuance of such guidance and comply accordingly.
3. Privacy Provisions. The enhanced HIPAA privacy requirements including but not necessarily limited to accounting for certain PHI disclosures for treatment, restrictions on the sale of PHI, restrictions on marketing and fundraising communications, payment and health care operations contained Subtitle D of the HITECH Act that apply to the Covered entity shall equally apply to the Business Associate.
4. Application of Civil and Criminal Penalties. If Business Associate violates any security or privacy provision specified in subparagraphs (1) and (2) above, sections 1176 and 1177 of the Social Security Act (42 U.S.C. 1320d-5, 1320d-6) shall apply to Business Associate with respect to such violation in the same manner that such sections apply to Covered Entity if it violates such provisions.

G. Term and Termination.

1. Term. This Agreement shall be effective as of the Effective Date and shall be terminated when all PHI provided to Business Associate by Covered Entity, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity.
2. Termination for Cause. Upon Covered entity's knowledge of a material breach by Business Associate, Covered Entity shall either:
 - a. Provide an opportunity for Business Associate to cure the breach within 30 days of written notice of such breach or end the violation and terminate this Agreement, whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement, if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity; or
 - b. Immediately terminate this Agreement whether it is in the form of a stand alone agreement or an addendum to a Master Services Agreement if

Business associate has breached a material term of this Agreement and cure is not possible.

3. Effect of Termination. Upon termination of this Agreement for any reason, Business Associate agrees to return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, maintained by Business Associate in any form. If Business Associate determines that the return or destruction of PHI is not feasible, Business Associate shall inform Covered Entity in writing of the reason thereof, and shall agree to extend the protections of this Agreement to such PHI and limit further uses and disclosures of the PHI to those purposes that make the return or destruction of the PHI not feasible for so long as Business Associate retains the PHI.

H. Miscellaneous.

1. Indemnification. To the extent permitted by law, Business Associate agrees to indemnify and hold harmless Covered Entity from and against all claims, demands, liabilities, judgments or causes of action of any nature for any relief, elements of recovery or damages recognized by law (including, without limitation, attorney's fees, defense costs, and equitable relief), for any damage or loss incurred by Covered Entity arising out of, resulting from, or attributable to any acts or omissions or other conduct of Business Associate or its agents in connection with the performance of Business Associate's or its agents' duties under this Agreement. This indemnity shall apply even if Covered Entity is alleged to be solely or jointly negligent or otherwise solely or jointly at fault; provided, however, that a trier of fact finds Covered Entity not to be solely or jointly negligent or otherwise solely or jointly at fault. This indemnity shall not be construed to limit Covered Entity's rights, if any, to common law indemnity.

Covered Entity shall have the option, at its sole discretion, to employ attorneys selected by it to defend any such action, the costs and expenses of which shall be the responsibility of Business Associate. Covered Entity shall provide Business Associate with timely notice of the existence of such proceedings and such information, documents and other cooperation as reasonably necessary to assist Business Associate in establishing a defense to such action.

These indemnities shall survive termination of this Agreement, and Covered Entity reserves the right, at its option and expense, to participate in the defense of any suit or proceeding through counsel of its own choosing.

2. Mitigation. If Business Associate violates this Agreement or either of the HIPAA Rules, Business Associate agrees to mitigate any damage caused by such breach.
3. Rights of Proprietary Information. Covered Entity retains any and all rights to the proprietary information, confidential information, and PHI it releases to Business Associate.
4. Survival. The respective rights and obligations of Business Associate under Section E.3 of this Agreement shall survive the termination of this Agreement.

5. Notices. Any notices pertaining to this Agreement shall be given in writing and shall be deemed duly given when personally delivered to a Party or a Party's authorized representative as listed in Section 8.7 of the agreement between the City and Grantee or sent by means of a reputable overnight carrier, or sent by means of certified mail, return receipt requested, postage prepaid. A notice sent by certified mail shall be deemed given on the date of receipt or refusal of receipt.
6. Amendments. This Agreement may not be changed or modified in any manner except by an instrument in writing signed by a duly authorized officer of each of the Parties hereto. The Parties, however, agree to amend this Agreement from time to time as necessary, in order to allow Covered Entity to comply with the requirements of the HIPAA Rules.
7. Choice of Law. This Agreement and the rights and the obligations of the Parties hereunder shall be governed by and construed under the laws of the State of Texas without regard to applicable conflict of laws principles.
8. Assignment of Rights and Delegation of Duties. This Agreement is binding upon and inures to the benefit of the Parties hereto and their respective successors and permitted assigns. However, neither Party may assign any of its rights or delegate any of its obligations under this Agreement without the prior written consent of the other Party, which consent shall not be unreasonably withheld or delayed. Notwithstanding any provisions to the contrary, however, Covered Entity retains the right to assign or delegate any of its rights or obligations hereunder to any of its wholly owned subsidiaries, affiliates or successor companies. Assignments made in violation of this provision are null and void.
9. Nature of Agreement. Nothing in this Agreement shall be construed to create (i) a partnership, joint venture or other joint business relationship between the Parties or any of their affiliates, (ii) any fiduciary duty owed by one Party to another Party or any of its affiliates, or (iii) a relationship of employer and employee between the Parties.
10. No Waiver. Failure or delay on the part of either Party to exercise any right, power, privilege or remedy hereunder shall not constitute a waiver thereof. No provision of this Agreement may be waived by either Party except by a writing signed by an authorized representative of the Party making the waiver.
11. Equitable Relief. Any disclosure of misappropriation of PHI by Business Associate in violation of this Agreement will cause Covered Entity irreparable harm, the amount of which may be difficult to ascertain. Business Associate therefore agrees that Covered Entity shall have the right to apply to a court of competent jurisdiction for specific performance and/or an order restraining and enjoining Business Associate from any such further disclosure or breach, and for such other relief as Covered Entity shall deem appropriate. Such rights are in addition to any other remedies available to Covered Entity at law or in equity. Business Associate expressly waives the defense that a remedy in damages will be adequate, and further waives any requirement in an action for specific performance or injunction for the posting of a bond by Covered Entity.

12. Severability. The provisions of this Agreement shall be severable, and if any provision of this Agreement shall be held or declared to be illegal, invalid or unenforceable, the remainder of this Agreement shall continue in full force and effect as though such illegal, invalid or unenforceable provision had not been contained herein.
13. No Third Party Beneficiaries. Nothing in this Agreement shall be considered or construed as conferring any right or benefit on a person not a party to this Agreement nor imposing any obligations on either Party hereto to persons not a party to this Agreement.
14. Headings. The descriptive headings of the articles, sections, subsections, exhibits and schedules of this Agreement are inserted for convenience only, do not constitute a part of this Agreement and shall not affect in any way the meaning or interpretation of this Agreement.
15. Entire Agreement. This Agreement, together with all Exhibits, Riders and amendments, if applicable, which are fully completed and signed by authorized persons on behalf of both Parties from time to time while this Agreement is in effect, constitutes the entire Agreement between the Parties hereto with respect to the subject matter hereof and supersedes all previous written or oral understandings, agreements, negotiations, commitments, and any other writing and communication by or between the Parties with respect to the subject matter hereof. In the event of any inconsistencies between any provisions of this Agreement in any provisions of the Exhibits, Riders, or amendments, the provisions of this Agreement shall control.
16. Interpretation. Any ambiguity in this Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the HIPAA Rules and any applicable state confidentiality laws. The provisions of this Agreement shall prevail over the provisions of any other agreement that exists between the Parties that may conflict with, or appear inconsistent with, any provision of this Agreement or the HIPAA Rules.
17. Regulatory References. A citation in this Agreement to the Code of Federal Regulations shall mean the cited section as that section may be amended from time to time.



Amendment No. 2
to
Contract No. NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Contract is **Sixty Five Thousand dollars (\$65,000)**. The total Contract amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Contract and modify Exhibits	\$ 599,562	\$ 10,592,283
Amendment No. 2: Add funds to Contract and modify Exhibits	\$ 65,000	\$ 10,657,283

- 3.0 The following changes have been made to the original contract EXHIBITS:

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 6/24/2016]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 6/24/2016]

Exhibit B.2 -- Program Subcontractors is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subcontractors**. [Revised 7/6/2016]

- 4.0 The following contract TERMS and CONDITIONS have been revised:

Section 4.1.2 Payment to the Grantee shall be made in the following increments:

4.1.2.1 For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Grantee shall not exceed \$3,595,761 (Three Million Five Hundred Ninety Five Thousand Seven Hundred Sixty One dollars).

- 5.0 MBE/WBE goals were not established for this Contract.
- 6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.
- 7.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.
- 8.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Contract.

CONTRACTOR

Signature: _____

CARITAS OF AUSTIN
Jo Kathryn Quinn, Executive Director
611 Neches
Austin, TX 78701

Date: 7.11.16

CITY OF AUSTIN

Signature: _____

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 07-20-2016

Program Performance Measures

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
	<i>Start Date</i>	<i>End Date</i>	<i>Start Date</i>	
	10/1/2015	10/1/2016	10/1/2017	9/1/2015
	9/30/2016	9/30/2017	9/30/2018	9/30/2018

<i>Outputs</i>		<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID</i>	<i>Output Measure Description</i>				
1	Total Number of Unduplicated Clients Served	3091	3091	3091	6955
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	268	268	268	603
3	Total Number of Unduplicated Case Managed Clients Served	2823	2823	2823	6352

Outcomes		Period			Contract Term **
ID	Outcome Measure Description	1	2*	3*	
1A	Number of households at risk of homelessness that maintain housing	474	474	474	1067
	Number of households receiving assistance	632	632	632	1422
	Percent of households at risk of homelessness that maintain housing	75	75	75	75.04
1B	Number of case-managed households that transition from homelessness into housing	164	164	164	369
	Number of households that exit the program	234	234	234	527
	Percent of case-managed households that transition from homelessness into housing	70.09	70.09	70.09	70.02

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

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Program Budget and Narrative

	1	Period 2	3	Contract Start Contract End	9/1/2015 9/30/2018
Period Start Date	9/1/2015	10/1/2016	10/1/2017		
Period End Date	9/30/2016	9/30/2017	9/30/2018		
Salary plus Benefits	\$571,195.00	\$596,742.00	\$596,742.00		\$1,764,679.00
General Operations Expenses	\$142,807.00	\$72,950.00	\$72,950.00		\$288,707.00
Program Subcontractors	\$826,176.00	\$873,057.00	\$873,057.00		\$2,572,290.00
Staff Travel	\$1,000.00	\$1,000.00	\$1,000.00		\$3,000.00
Conferences	\$700.00	\$700.00	\$700.00		\$2,100.00
Operations SubTotal	\$970,683.00	\$947,707.00	\$947,707.00		\$2,866,097.00
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00		\$0.00
Financial Direct Assistance to Clients	\$1,767,883.00	\$1,700,312.00	\$1,700,312.00		\$5,168,507.00
Other Assistance Amount	\$286,000.00	\$286,000.00	\$286,000.00		\$858,000.00
Direct Assistance SubTotal	\$2,053,883.00	\$1,986,312.00	\$1,986,312.00		\$6,026,507.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00		\$0.00
Total	\$3,595,761.00	\$3,530,761.00	\$3,530,761.00		\$10,657,283.00
Total Period Percentage	33.74	33.13	33.13		

Detailed Budget Narrative

Salaries plus Benefits	13.59 FTEs total: Direct service: 7.23 FTEs: 5.5 FTE case managers, 1.73 Landlord Outreach Specialist. Admin: 6.36 FTEs: Program Manager and Coordinator, Support Specialist, Data Quality Controller, Accounting Manager, 2 Accounting Assistants, Grants and Contracts Manager, Housing Director, CFO, HR Manager/Sr Accountant, IT Support. Fringe rate is 22%.
General Op Expenses	Audit, insurance, travel/mileage inside Travis County, IT Hardware and Software, HMIS user licenses and Advanced Reporting Tool (ART) viewer and Ad Hoc licenses, supplies, utilities, maintenance and repairs, printing, payroll processing fees, janitorial, security, pest control, printing, reproduction, telephone/internet and overhead expenses.
Program Subcontractors	18.12 FTE Case Managers, approximately \$5,000 per FTE GOE allowance, staff travel inside of Austin/Travis County, Homeless Management Information System (HMIS) user licenses and Advanced Reporting Tool (ART) viewer licenses for 12 partner agencies. Other general operating expenses include; supervisory time, local travel, audit fees, insurance, and overhead expenses allocated to the grant.
Staff Travel	For lead agency to attend conference/trainings directly related to the program.
Conferences	For lead agency to attend Texas Homeless Network conference, HMIS and ART training, or other conference/training directly related to the program.
Food and Beverage	
Financial Assistance	Rent, mortgage and utility assistance past due and current, deposits, application fees. This includes \$65,000 allocated for victims of 2015 Onion Creek floods.
Other Assistance	Household, furniture, ID, medical, moving, application fees, basic household necessities, food, transportation, employment, small home repairs, moving costs, and other types of assistance as

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Program Budget and Narrative

needed.

Capital Outlay

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

AIDS Services of Austin

<i>Unduplicated Count</i>	64	64	64	144
<i>Amount</i>	\$49,082.00	\$49,082.00	\$49,082.00	\$147,246.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Any Baby Can

<i>Unduplicated Count</i>	538	538	538	1211
<i>Amount</i>	\$98,225.00	\$98,225.00	\$98,225.00	\$294,675.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Arc of the Capital Area

<i>Unduplicated Count</i>	265	265	265	596
<i>Amount</i>	\$60,690.00	\$72,440.00	\$72,440.00	\$205,570.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Catholic Charities of Central Texas

<i>Unduplicated Count</i>	275	275	275	619
<i>Amount</i>	\$123,803.00	\$118,803.00	\$118,803.00	\$361,409.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Family Eldercare

<i>Unduplicated Count</i>	224	224	224	504
<i>Amount</i>	\$67,512.00	\$62,512.00	\$62,512.00	\$192,536.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Foundation for the Homeless

<i>Unduplicated Count</i>	226	226	226	509
<i>Amount</i>	\$60,448.00	\$60,448.00	\$60,448.00	\$181,344.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Front Steps

<i>Unduplicated Count</i>	151	151	151	340
<i>Amount</i>	\$94,113.00	\$94,113.00	\$94,113.00	\$282,339.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Goodwill Industries of Central Texas

<i>Unduplicated Count</i>	251	251	251	565
<i>Amount</i>	\$96,068.00	\$96,068.00	\$96,068.00	\$288,204.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Meals on Wheels and More

<i>Unduplicated Count</i>	138	138	138	311
<i>Amount</i>	\$49,352.00	\$53,512.00	\$53,512.00	\$156,376.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

SafePlace

<i>Unduplicated Count</i>	226	226	226	509
<i>Amount</i>	\$70,840.00	\$70,840.00	\$70,840.00	\$212,520.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Salvation Army

<i>Unduplicated Count</i>	333	333	333	749
<i>Amount</i>	\$12,090.00	\$48,356.00	\$48,356.00	\$108,802.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management and general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Wright House Wellness Center

Unduplicated Count	83	83	83	187
Amount	\$43,953.00	\$48,658.00	\$48,658.00	\$141,269.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses



Amendment No. 1
to
Contract No. NG150000018
for
Social Services
between
CARITAS OF AUSTIN
and the
CITY OF AUSTIN
(Best Single Source Plus Collaborative)

- 1.0 The City of Austin and the Contractor hereby agree to the contract revisions listed below.
- 2.0 The total amount for this Amendment to the Contract is **Five Hundred Ninety Nine Thousand Five Hundred Sixty Two dollars (\$599,562)**. The total Contract amount is recapped below:

Term	Contract Change Amount	Total Contract Amount
Basic Term: (Sept. 1, 2015 – Sept. 30, 2018)	n/a	\$ 9,992,721
Amendment No. 1: Add funds to Contract and modify Exhibits	\$ 599,562	\$ 10,592,283

- 3.0 The following changes have been made to the original contract EXHIBITS:

Exhibit A.2 -- Program Performance Measures is deleted in its entirety and replaced with a new **Exhibit A.2 -- Program Performance Measures**. [Revised 3/15/2016]

Exhibit B.1 -- Program Budget and Narrative is deleted in its entirety and replaced with a new **Exhibit B.1 -- Program Budget and Narrative**. [Revised 4/11/2016]

Exhibit B.2 -- Program Subcontractors is deleted in its entirety and replaced with a new **Exhibit B.2 -- Program Subcontractors**. [Revised 3/15/2016]

- 4.0 The following contract TERMS and CONDITIONS have been revised:

Section 4.1 [Contract Amount]. The Grantee acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty-seven (37) month term shall not exceed the amount approved by City Council, which is **\$10,592,283 (Ten Million Five Hundred Ninety Two Thousand Two Hundred Eighty Three dollars)**, and **\$3,530,761 (Three Million Five Hundred Thirty Thousand Seven Hundred Sixty One dollars)** per twelve (12) month extension option, for a total Contract amount of **\$21,184,566**. Continuation of the Contract beyond the initial thirty-seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

Section 4.1.2 Payment to the Grantee shall be made in the following increments:

4.1.2.1 For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Grantee shall not exceed \$3,530,761 (*Three Million Five Hundred Thirty Thousand Seven Hundred Sixty One dollars*);

4.1.2.2 For the Program Period of October 1, 2016 through September 30, 2017, the payment from the City to the Grantee shall not exceed \$3,530,761 (*Three Million Five Hundred Thirty Thousand Seven Hundred Sixty One dollars*);

4.1.2.3 For the Program Period of October 1, 2017 through September 30, 2018, the payment from the City to the Grantee shall not exceed \$3,530,761 (*Three Million Five Hundred Thirty Thousand Seven Hundred Sixty One dollars*).

5.0 MBE/WBE goals were not established for this Contract.

6.0 Based on the criteria in the City of Austin Living Wage Resolution #020509-91, the Living Wage requirement does not apply to this Contract.

7.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

8.0 All other Contract terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Contract.

CONTRACTOR

Signature: _____

CARITAS OF AUSTIN
Jo Kathryn Quinn, Executive Director
611 Neches
Austin, TX 78701

Date: 3.23.16

CITY OF AUSTIN

Signature: _____

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date: 3/4/16

Program Performance Measures

		<i>Period</i>			<i>Contract Term</i>
		<i>1</i>	<i>2</i>	<i>3</i>	
	<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
	<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs		<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID</i>	<i>Output Measure Description</i>				
1	Total Number of Unduplicated Clients Served	4286	4286	4286	8683
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	432	432	432	1296
3	Total Number of Unduplicated Case Managed Clients Served	3854	3854	3854	7387

Outcomes		<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
<i>ID</i>	<i>Outcome Measure Description</i>				
	Number of households at risk of homelessness that maintain housing	604	604	604	1812
1A	Number of households receiving assistance	755	755	755	2265
	Percent of households at risk of homelessness that maintain housing	80	80	80	80
	Number of case-managed households that transition from homelessness into housing	199	199	199	597
1B	Number of households that exit the program	249	249	249	747
	Percent of case-managed households that transition from homelessness into housing	79.92	79.92	79.92	79.92

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

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Last Modified, If Applicable: 3/15/2016 9:43:00 AM

Program Budget and Narrative

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
Period Start Date	9/1/2015	10/1/2016	10/1/2017		
Period End Date	9/30/2016	9/30/2017	9/30/2018		
Salary plus Benefits	\$596,742.00	\$596,742.00	\$596,742.00		\$1,790,226.00
General Operations Expenses	\$72,950.00	\$72,950.00	\$72,950.00		\$218,850.00
Program Subcontractors	\$873,057.00	\$873,057.00	\$873,057.00		\$2,619,171.00
Staff Travel	\$1,000.00	\$1,000.00	\$1,000.00		\$3,000.00
Conferences	\$700.00	\$700.00	\$700.00		\$2,100.00
Operations SubTotal	\$947,707.00	\$947,707.00	\$947,707.00		\$2,843,121.00
Food and Beverages for Clients	\$0.00	\$0.00	\$0.00		\$0.00
Financial Direct Assistance to Clients	\$1,700,312.00	\$1,700,312.00	\$1,700,312.00		\$5,100,936.00
Other Assistance Amount	\$286,000.00	\$286,000.00	\$286,000.00		\$858,000.00
Direct Assistance SubTotal	\$1,986,312.00	\$1,986,312.00	\$1,986,312.00		\$5,958,936.00
Capital Outlay Amount	\$0.00	\$0.00	\$0.00		\$0.00
Total	\$3,530,761.00	\$3,530,761.00	\$3,530,761.00		\$10,592,283.00
Total Period Percentage	33.33	33.33	33.33		

Detailed Budget Narrative

Salaries plus Benefits	13.59 FTEs total: Direct service: 7.23 FTEs: 5.5 FTE case managers, 1.73 Landlord Outreach Specialist. Admin: 6.36 FTEs: Program Manager and Coordinator, Support Specialist, Data Quality Controller, Accounting Manager, 2 Accounting Assistants, Grants and Contracts Manager, Housing Director, CFO, HR Manager/Sr Accountant, IT Support. Fringe rate is 22%.
General Op Expenses	Audit, insurance, travel/mileage inside Travis County, IT Hardware and Software, HMIS user licenses and Advanced Reporting Tool (ART) viewer and Ad Hoc licenses, supplies, utilities, maintenance and repairs, printing, payroll processing fees, janitorial, security, pest control, printing, reproduction, telephone/internet and overhead expenses.
Program Subcontractors	18.12 FTE Case Managers, approximately \$5,000 per FTE GOE allowance, staff travel inside of Austin/Travis County, Homeless Management Information System (HMIS) user licenses and Advanced Reporting Tool (ART) viewer licenses for 12 partner agencies. Other general operating expenses include; supervisory time, local travel, audit fees, insurance, and overhead expenses allocated to the grant.
Staff Travel	For lead agency to attend conference/trainings directly related to the program.
Conferences	For lead agency to attend Texas Homeless Network conference, HMIS and ART training, or other conference/training directly related to the program.
Food and Beverage	
Financial Assistance	Rent, mortgage and utility assistance past due and current, deposits, etc.
Other Assistance	Household, furniture, ID, medical, moving, application fees, basic household necessities, food, transportation, employment, small home repairs, moving costs, and other types of assistance as needed.

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Last Modified, If Applicable 4/11/2016 1:34:00 PM

Program Budget and Narrative

Capital Outlay

Program Budget and Narrative

Capital Outlay

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

AIDS Services of Austin

<i>Unduplicated Count</i>	84	84	84	183
<i>Amount</i>	\$49,082.00	\$49,082.00	\$49,082.00	\$147,246.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Any Baby Can

<i>Unduplicated Count</i>	812	812	812	1770
<i>Amount</i>	\$98,225.00	\$98,225.00	\$98,225.00	\$294,675.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Arc of the Capital Area

<i>Unduplicated Count</i>	311	311	311	678
<i>Amount</i>	\$72,440.00	\$72,440.00	\$72,440.00	\$217,320.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Catholic Charities of Central Texas

<i>Unduplicated Count</i>	303	303	303	660
<i>Amount</i>	\$118,803.00	\$118,803.00	\$118,803.00	\$356,409.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Family Eldercare

<i>Unduplicated Count</i>	303	303	303	660
<i>Amount</i>	\$62,512.00	\$62,512.00	\$62,512.00	\$187,536.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Foundation for the Homeless

<i>Unduplicated Count</i>	325	325	325	708
<i>Amount</i>	\$60,448.00	\$60,448.00	\$60,448.00	\$181,344.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>Term</i>
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Front Steps

<i>Unduplicated Count</i>	264	264	264	576
<i>Amount</i>	\$94,113.00	\$94,113.00	\$94,113.00	\$282,339.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Goodwill Industries of Central Texas

<i>Unduplicated Count</i>	344	344	344	750
<i>Amount</i>	\$96,068.00	\$96,068.00	\$96,068.00	\$288,204.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Meals on Wheels and More

<i>Unduplicated Count</i>	190	190	190	414
<i>Amount</i>	\$53,512.00	\$53,512.00	\$53,512.00	\$160,536.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

SafePlace

<i>Unduplicated Count</i>	208	208	208	453
<i>Amount</i>	\$70,840.00	\$70,840.00	\$70,840.00	\$212,520.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Salvation Army

<i>Unduplicated Count</i>	334	334	334	729
<i>Amount</i>	\$48,356.00	\$48,356.00	\$48,356.00	\$145,068.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management and general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Wright House Wellness Center

Unduplicated Count	223	223	223	486
Amount	\$48,658.00	\$48,658.00	\$48,658.00	\$145,974.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

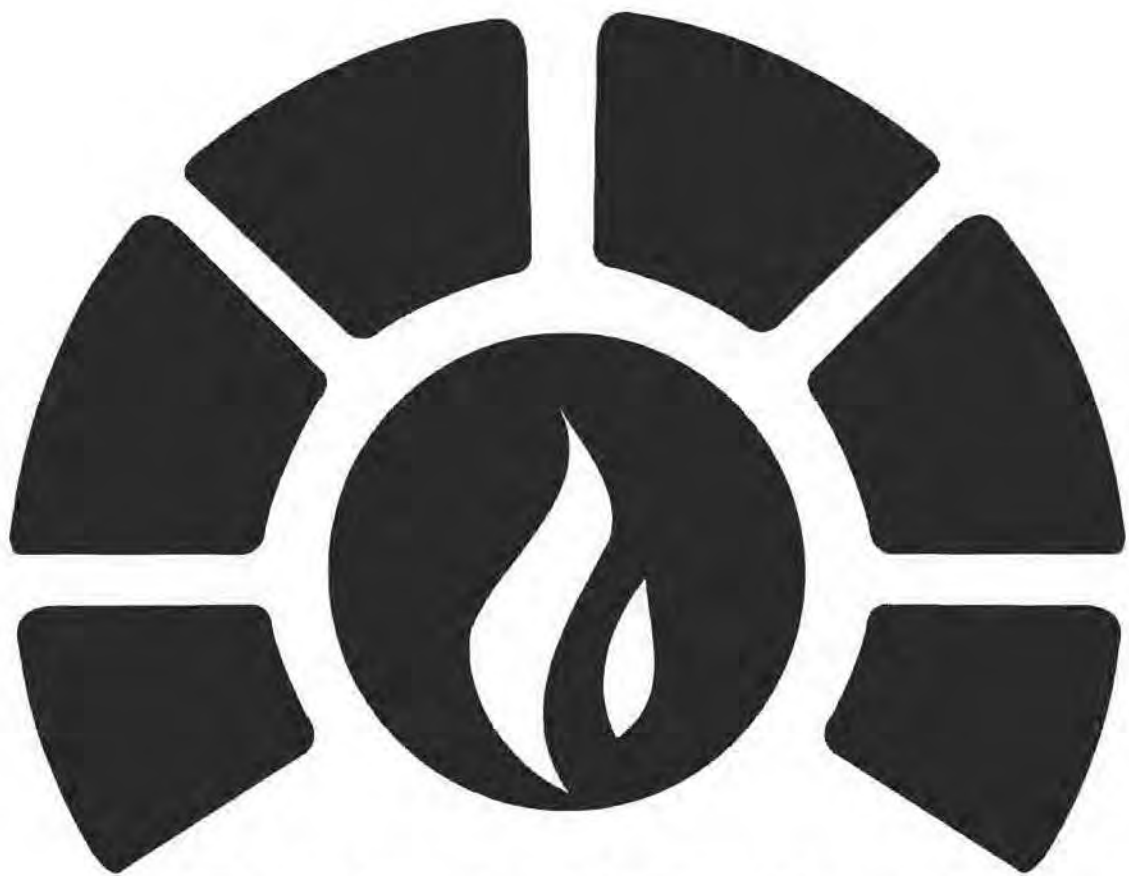
Case management, general operating expenses

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Caritas of Austin
Best Single Source Plus (BSS+)
Offer Sheet



CARITAS



CITY OF AUSTIN, TEXAS
Purchasing Office
REQUEST FOR APPLICATION (RFA)

SOLICITATION NO: EAD0116

DATE ISSUED: 2/24/14

COMMODITY CODE: 95243

**FOR CONTRACTUAL AND TECHNICAL
ISSUES CONTACT THE FOLLOWING
AUTHORIZED CONTACT PERSON:**

Erin D'Vincent

Senior Buyer

Phone: (512) 972-4017

E-Mail: Erin.D'Vincent@austintexas.gov

Questions regarding the RFA shall be sent to
CityHSRFA2014@austintexas.gov

COMMODITY/SERVICE DESCRIPTION: Self Sufficiency Social Services

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND
TIME OPTION ONE:** 3/5/14, 2 PM – 4 PM, local time

LOCATION: Rutherford Lane Campus, Building 1 Auditorium
1520 Rutherford Lane, Austin, TX 78754

**NON-MANDATORY PRE-PROPOSAL CONFERENCE DATE AND
TIME OPTION TWO:** 3/19/14, 9 AM – 11 AM, local time

LOCATION: Rutherford Lane Campus, Building 1 Auditorium
1520 Rutherford Lane, Austin, TX 78754

APPLICATION DUE PRIOR TO: 4/24/14, 11 AM, local time

APPLICATION CLOSING TIME AND DATE: 4/24/14, 11 AM, local time

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

All documents shall be submitted the address below:

City of Austin, Purchasing Office
Municipal Building
124 W 8 th Street, Rm 308
Austin, Texas 78701
Reception Phone: (512) 974-2500

Please note, you should have two sealed envelopes with your Offer. All Offers that are not submitted in separate, sealed envelopes or containers will not be considered. Your Offer should consist of a sealed envelope or container with your Threshold Review Checklist and all accompanying documents and a separate sealed envelope or container with your Application and electronic copies.

**SUBMIT 1 ORIGINAL AND 6 ELECTRONIC COPIES OF YOUR RESPONSE ON A CD OR
FLASH DRIVE**

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
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0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
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0620	CLIENT ELIGIBILITY REQUIREMENTS	4
0625	HOMELESS HOUSING HABILITY STANDARDS	1
0630	HOMELESS MANAGEMENT INFORMATION SYSTEMS	1
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0640	PROGRAM PERFORMANCE MEASURES AND GOALS	1
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0650	PROGRAM BUDGET AND NARRATIVE	4
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0800	NON-DISCRIMINATION CERTIFICATION	*
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*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

I agree to abide by the City's MBE/WBE Procurement Program Ordinance and Rules. In cases where the City has established that there are no M/WBE subcontracting goals for a solicitation, I agree that by submitting this offer my firm is completing all the work for the project and not subcontracting any portion. If any service is needed to perform the contract that my firm does not perform with its own workforce or supplies, I agree to contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service and am including the completed No Goals Utilization Plan with my submittal. This form can be found Under the Standard Bid Document Tab on the Vendor Connection Website:

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If I am awarded the contract I agree to continue complying with the City's MBE/WBE Procurement Program Ordinance and Rules including contacting SMBR if any subcontracting is later identified.

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name Caritas of Austin

Federal Tax ID No : [REDACTED]

Printed Name of Officer or Authorized Representative Jo Kathryn Quinn

Title Executive Director

Signature of Officer or Authorized Representative: 

E-Mail Address: jkquinn@caritasofaustin.org

Phone Number: 512-646-1252

* Application response must be submitted with this Offer sheet to be considered for award



**CONTRACT BETWEEN
THE CITY OF AUSTIN
AND
CARITAS OF AUSTIN
FOR**

SOCIAL SERVICES

(Best Single Source Plus Collaborative)

CONTRACT NO. NG150000018

CONTRACT AMOUNT: \$9,992,721

This Contract is made by and between the City of Austin ("the City") acting by and through its Health and Human Services Department ("HHSD"), a home-rule municipality incorporated by the State of Texas, and Caritas of Austin ("Contractor"), a Texas non-profit corporation, having offices at 611 Neches, Austin, TX 78701.

SECTION 1. GRANT OF AUTHORITY, SERVICES AND DUTIES

1.1 **Engagement of the Contractor.** Subject to the general supervision and control of the City and subject to the provisions of the Terms and Conditions contained herein, the Contractor is engaged to provide the services set forth in the attached Contract Exhibits.

1.2 **Responsibilities of the Contractor.** The Contractor shall provide all technical and professional expertise, knowledge, management, and other resources required for accomplishing all aspects of the tasks and associated activities identified in the Contract Exhibits. The Contractor shall assure that all Contract provisions are met by the Subcontractor.

1.3 **Responsibilities of the City.** The City's Contract Manager will be responsible for exercising general oversight of the Contractor's activities in completing the Program Work Statement. Specifically, the Contract Manager will represent the City's interests in resolving day-to-day issues that may arise during the term of this Contract, shall participate regularly in conference calls or meetings for status reporting, shall promptly review any written reports submitted by the Contractor, and shall approve all requests for payment, as appropriate. The City's Contract Manager shall give the Contractor timely feedback on the acceptability of progress and task reports. The Contract Manager's oversight of the Contractor's activities shall be for the City's benefit and shall not imply or create any partnership or joint venture as between the City and the Contractor.

1.4 **Designation of Key Personnel.** The City's Contract Manager for this Contract, to the extent stated in the preceding section 1.3, shall be responsible for oversight and monitoring of Contractor's performance under this Contract as needed to represent the City's interest in the Contractor's performance.

1.4.1 The City's Contract Manager, Michelle Friedman or designee:

- may meet with Contractor to discuss any operational issues or the status of the services or work to be performed; and

- shall promptly review all written reports submitted by Contractor, determine whether the reports comply with the terms of this Contract, and give Contractor timely feedback on the adequacy of progress and task reports or necessary additional information.

1.4.2 Contractor's Contract Manager, Jo Kathryn Quinn, Executive Director, or designee, shall represent the Contractor with regard to performance of this Contract and shall be the designated point of contact for the City's Contract Manager.

1.4.3 If either party replaces its Contract Manager, that party shall promptly send written notice of the change to the other party. The notice shall identify a qualified and competent replacement and provide contact information.

SECTION 2. TERM

2.1 **Term of Contract.** The Contract shall be in effect for a term of thirty seven (37) months beginning September 1, 2015 and ending September 30, 2018, and may be extended thereafter for up to three (3) additional twelve (12) month periods, subject to the approval of the Contractor and the City Purchasing Officer or their designee.

2.1.1 Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this Contract for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 calendar days unless mutually agreed upon in writing).

SECTION 3. PROGRAM WORK STATEMENT

3.1 **Contractor's Obligations.** The Contractor shall fully and timely provide all services described in the attached Contract Exhibits in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.

SECTION 4. COMPENSATION AND REPORTING

4.1 **Contract Amount.** The Contractor acknowledges and agrees that, notwithstanding any other provision of this Contract, the maximum amount payable by the City under this Contract for the initial thirty seven (37) month term shall not exceed the amount approved by City Council, which is **\$9,992,721 (Nine Million Nine Hundred Ninety Two Thousand Seven Hundred Twenty One dollars)**, and \$3,330,907 (*Three Million Three Hundred Thirty Thousand Nine Hundred and Seven dollars*) per twelve (12) month extension option, for a total Contract amount of \$19,985,442. Continuation of the Contract beyond the initial thirty seven (37) months is specifically contingent upon the availability and allocation of funding by City Council.

4.1.1 The Contractor shall expend City funds according to the approved budget categories described in Exhibit B.1, Program Budget and Narrative.

4.1.1.1 **Budget Revision:** The Contractor may make transfers between or among budget categories with the City Contract Manager's prior approval, provided that:

- i. The cumulative amount of the transfers between direct budget categories (Personnel, Operating Expenses, Direct Assistance and/or Equipment/Capital Outlay) is not more than 10% of the program period total –or– \$50,000, whichever is less;
- ii. the transfer will not increase or decrease the total monetary obligation of the City under this Contract; and
- iii. the transfers will not change the nature, performance level, or scope of the program funded under this Contract.

4.1.1.2 Transfers between or among budget categories in excess of 10% will require the City Contract Manager's approval, and must meet all of the conditions outlined in Section 4.1.1.1 (ii) and (iii) above.

- i. The CONTRACTOR must submit a Budget Revision Form to the City **prior** to the submission of the CONTRACTOR'S first monthly billing to the City following the transfer.

4.1.2 Payment to the Contractor shall be made in the following increments:

4.1.2.1 For the Program Period of September 1, 2015 through September 30, 2016, the payment from the City to the Contractor shall not exceed \$3,330,907 (*Three Million Three Hundred Thirty Thousand Nine Hundred and Seven dollars*);

4.1.2.2 For the Program Period of October 1, 2016 through September 30, 2017, the payment from the City to the Contractor shall not exceed \$3,330,907 (*Three Million Three Hundred Thirty Thousand Nine Hundred and Seven dollars*);

4.1.2.3 For the Program Period of October 1, 2017 through September 30, 2018, the payment from the City to the Contractor shall not exceed \$3,330,907 (*Three Million Three Hundred Thirty Thousand Nine Hundred and Seven dollars*).

4.2 **Requests for Payment.**

Payment to the Contractor shall be due thirty (30) calendar days following receipt by the City of Contractor's fully and accurately completed "Payment Request" and "Monthly Expenditure Report", using forms at <http://www.ckodm.com/austin/>. The payment request and expenditure report must be submitted to the City no later than 5:00 p.m. Central Time fifteen (15) calendar days following the end of the month covered by the request and expenditure report. **If the fifteenth (15th) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the payment request and expenditure report is extended to no later than 5:00 p.m. Central Time of the first (1st) weekday immediately following the weekend or holiday.** Contractor must provide the City with supporting documentation for each monthly Payment Request which includes, but not limited to, a report of City contract expenditures generated from the Contractor's financial management system. Examples of appropriate supporting documentation **MAY** include, but are not limited to:

- General Ledger Detail report from the contractor's financial management system
- Profit & Loss Detail report from the contractor's financial management system
- Check ledger from the contractor's financial management system
- Payroll reports and summaries, including salary allocation reports and signed timesheets
- Receipts and invoices
- Copies of checks and bank statements showing transactions as cleared

The City retains right of final approval of any supporting documentation submitted before a Payment Request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the Payment Request. The City reserves the right to modify the required supporting documentation, as needed.

4.2.1 Unless otherwise expressly authorized in the Contract, the Contractor shall pass through all Subcontract and other authorized expenses at actual cost without markup.

4.2.2 Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

4.3 **Payment.**

4.3.1 All requests for payment received by the City will be paid within thirty (30) calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without all required information cannot be processed and will be returned to the Contractor.

4.3.2 If payment is not timely made, (per this paragraph), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.

4.3.3 The City may withhold or set off the entire payment or part of any payment otherwise due the Contractor to such extent as may be necessary on account of;

4.3.3.1 delivery of unsatisfactory services by the Contractor;

- 4.3.3.2 third party claims, which are not covered by the insurance which the Contractor is required to provide, are filed or reasonable evidence indicating probable filing of such claims;
- 4.3.3.3 failure of the Contractor to pay Subcontractors, or for labor, materials or equipment,
- 4.3.3.4 damage to the property of the City or the City's agents, employees or contractors, which is not covered by insurance required to be provided by the Contractor;
- 4.3.3.5 reasonable evidence that the Contractor's obligations will not be completed within the time specified in the Contract, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;
- 4.3.3.6 failure of the Contractor to submit proper payment requests and expenditure reports with all required attachments and supporting documentation;
- 4.3.3.7 failure of the Contractor to comply with any material provision of the Contract; or

4.3.4 Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City. Payment will be made by check unless the parties mutually agree to payment by electronic transfer of funds.

- 4.4 **Non-Appropriation.** The awarding or continuation of this Contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds appropriated and available for this Contract. The absence of appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not appropriated or available and any deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non- or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City.

- 4.5 **Travel Expenses.** All approved travel, lodging, and per diem expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Contract will be reviewed against the City's Travel Policy and the current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at:

<http://www.gsa.gov/portal/category/21287>

No amounts in excess of the Travel Policy or Rates shall be paid. No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulation.

- 4.6 **Final Payment and Close-Out.**

4.6.1 The making and acceptance of final payment will constitute:

4.6.1.1 a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, regardless of when the cause for a claim is discovered (4) arising from the Contractor's continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (5) arising under the City's right to audit; and

4.6.1.2 a waiver of all claims by the Contractor against the City other than those previously asserted in writing and not yet settled.

- 4.7 **Financial Terms.**

4.7.1 The City agrees to pay Contractor for services rendered under this Contract and to reimburse Contractor for actual, eligible expenses incurred and billed in accordance with all terms and conditions of this Contract. The City shall not be liable to Contractor for any costs incurred by Contractor which are not reimbursable as set forth in Section 4.8.

4.7.2 The City's obligation to pay is subject to the timely receipt of complete and accurate reports as set forth in Section 4.9 and any other deliverable required under this Contract.

4.7.3 Payments to the Contractor will immediately be suspended upon the occasion of any late, incomplete, or inaccurate report, audit, or other required report or deliverable under this Contract, and payments will not be resumed until the Contractor is in full compliance.

4.7.4 The City shall not be liable to Contractor for any costs which have been paid under other agreements or from other funds. In addition, the City shall not be liable for any costs incurred by Contractor which were: a) incurred prior to the effective date of this Contract, or b) not billed to the City within sixty (60) calendar days following termination date of this Contract.

4.7.5 Contractor agrees to refund to the City any funds paid under this Contract which the City determines have resulted in overpayment to Contractor or which the City determines have not been spent by Contractor in accordance with the terms of this Contract. Refunds shall be made by Contractor within thirty (30) calendar days after a written refund request is submitted by the City. The City may, at its discretion, offset refunds due from any payment due Contractor, and the City may also deduct any loss, cost, or expense caused by Contractor from funds otherwise due.

4.7.6 Contractor shall deposit and maintain all funds received under this Contract in either a separate numbered bank account or a general operating account, either of which shall be supported with the maintenance of a separate accounting with a specific chart which reflects specific revenues and expenditures for the monies received under this Contract. The Contractor's accounting system must identify the specific expenditures, or portions of expenditures, against which funds under this Contract are disbursed.

4.7.7 Contractor is required to utilize an online contract management system for billing and reporting in accordance with the City's guidelines, policies, and procedures. Contractor is responsible for all data entered/edited under its unique username, as well as all required but omitted data.

4.7.8 Contractor shall expend the City budget in a reasonable manner in relation to contract time elapsed and/or contract program service delivery schedule. If cumulative expenditures are not within acceptable amounts, the City may require the Contractor to: 1) submit an expenditure plan, and/or 2) amend the contract budget amount to reflect projected expenditures, as determined by the City.

4.8 Allowable and Unallowable Costs.

The City shall make the final determination of whether a cost is allowable or unallowable under this Contract.

4.8.1 Reimbursement Only. Expenses and/or expenditures shall be considered reimbursable only if incurred during the current Program Period identified in Section 4.1.2, directly and specifically in the performance of this Contract, and in conformance with the Contract Exhibits. Contractor agrees that, unless otherwise specifically provided for in this Contract, payment by the City under the terms of this Contract is made on a reimbursement basis only; Contractor must have incurred and paid costs prior to those costs being invoiced and considered allowable under this Contract and subject to payment by the City.

4.8.2 To be allowable under this Contract, a cost must meet all of the following general criteria:

1. Be reasonable for the performance of the activity under the Contract.
2. Conform to any limitations or exclusions set forth in this Contract.
3. Be consistent with policies and procedures that apply uniformly to both government-financed and other activities of the organization.
4. Be determined and accounted in accordance with generally accepted accounting principles (GAAP).
5. Be adequately documented.

4.8.3 The City's prior written authorization is required in order for the following to be considered allowable costs. Inclusion in the budget within this Contract constitutes "written authorization". The item shall be specifically identified in the budget.

1. Alteration, construction, or relocation of facilities
2. Depreciation.
3. Equipment and other capital expenditures.
4. Interest, other than mortgage interest as part of a pre-approved budget under this Contract
5. Organization costs (costs in connection with the establishment or reorganization of an organization)
6. Public relations costs, except reasonable, pre-approved advertising costs related directly to services provided under this Contract
7. Purchases of tangible, nonexpendable property, including fax machines, stereo systems, cameras, video recorder/players, microcomputers, software, printers, microscopes, oscilloscopes, centrifuges, balances and incubator, or any other item having a useful life of more than one year and an acquisition cost, including freight, of over five thousand dollars (\$5,000)
8. Selling and marketing
9. Travel/training outside Travis County

4.8.4 The following types of expenses are specifically **not allowable** with City funds under this Contract:

1. Alcoholic beverages
2. Bad debts
3. Compensation of trustees, directors, officers, or advisory board members, other than those acting in an executive capacity
4. Contingency provisions (funds). (Self-insurance reserves and pension funds are allowable.)
5. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement
6. Deferred costs
7. Donations and contributions including donated goods or space
8. Entertainment costs
9. Fines and penalties (including late fees)
10. Fundraising and development costs
11. Goods or services for officers' or employees' personal use
12. Housing and personal living expenses for organization's officers or employees
13. Idle facilities and idle capacity
14. Litigation-related expenses (including personnel costs) in action(s) naming the City as a Defendant
15. Lobbying or other expenses related to political activity
16. Losses on other agreements or contracts or casualty losses
17. Taxes, other than payroll and other personnel-related levies

4.9 **Reports.**

4.9.1 Contractor must submit a fully and accurately completed "Payment Request" and "Monthly Expenditure Report" to the City's Contract Manager using the forms shown at <http://www.ckodm.com/austin/> by the deadline outlined in section 4.2. Contractor must provide complete and accurate supporting documentation. Upon receipt and approval by the City of each complete and accurate Payment Request and Monthly Expenditure Report, the City shall process payment to the Contractor of an amount equal to the City's payment obligations, subject to deduction for any unallowable costs.

4.9.2 Contractor shall submit a quarterly performance report using the format and method specified by the City no later than fifteen (15) calendar days following each calendar quarter. If the fifteenth (15th) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the quarterly performance report is extended to no later than 5:00 p.m. Central Time of the first (1st) weekday immediately following the weekend or holiday. Contractor shall provide complete and accurate supporting documentation upon request by City. Payment Requests will not be approved if

any accurate and complete performance report, including any required documentation, is past due. Performance reports on a frequency other than quarterly may be required by the City based upon business needs.

4.9.3 An annual Contract Progress Report, using the forms shown at <http://www.ckodm.com/austin/>, shall be completed by the Contractor and submitted to the City within sixty (60) calendar days following the end of each Program Period identified in section 4.1.2.

4.9.4 A Contract Closeout Summary report using the forms shown at <http://www.ckodm.com/austin/> shall be completed by the Contractor and submitted to the City within sixty (60) calendar days following the expiration or termination of this Contract. Any encumbrances of funds incurred prior to the date of termination of this Contract shall be subject to verification by the City. Upon termination of this Contract, any unused funds, unobligated funds, rebates, credits, or interest earned on funds received under this Contract shall be returned to the City.

4.9.5 Contractor shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ckodm.com/austin/>, and required AFR Attachments, including a copy of the Contractor's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year no later than May 31st of each year. If Contractor filed a Form 990 or Form 990EZ extension request, Contractor shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within thirty (30) days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

4.9.6 Contractor shall provide other reports required by the City to document the effective and appropriate delivery of services as outlined under this Contract as required by the City.

4.10 **Contractor Policies and Procedures.** Contractor shall maintain written policies and procedures approved by its governing body and shall make copies of all policies and procedures available to the City upon request. At a minimum, written policies shall exist in the following areas: Financial Management; Subcontracting and/or Procurement; Equal Employment Opportunity; Personnel and Personnel Grievance; Nepotism; Non-Discrimination of Clients; Client Grievance; Drug Free Workplace; the Americans With Disabilities Act; and Criminal Background Checks.

4.11 **Monitoring and Evaluation.**

4.11.1 Contractor agrees that the City or its designee may carry out monitoring and evaluation activities to ensure adherence by the Contractor and Subcontractors to the Program Work Statement, Program Performance Measures, and Program Budget, as well as other provisions of this Contract. Contractor shall fully cooperate in any monitoring or review by the City and further agrees to designate a staff member to coordinate monitoring and evaluation activities.

4.11.2 The City expressly reserves the right to monitor client-level data related to services provided under this contract. If the Contractor asserts that client-level data is legally protected from disclosure to the City, a specific and valid legal reference to this assertion must be provided.

4.11.3 Contractor shall provide the City with copies of all evaluation or monitoring reports received from other funding sources during the Contract Term within twenty (20) working days following the receipt of the final report.

4.11.4 Contractor shall keep on file copies of all notices of Board of Directors meetings, Subcommittee or Advisory Board meetings, and copies of approved minutes of those meetings.

4.12 **Financial Audit of Contractor.**

4.12.1 In the event Contractor expends \$750,000 or more in a year in federal awards, Contractor shall have a single or program specific audit conducted in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations as required by the Single Audit Act of 1984, as amended (Single Audit Act), and shall submit to the City a complete set of audited financial

statements and the auditor's opinion and management letters in accordance with Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and any guidance issued by the federal Office of Management and Budget covering Contractor's fiscal year until the end of the term of this Contract.

4.12.2 If Contractor is not subject to the Single Audit Act, and expends seven hundred fifty thousand dollars (\$750,000) or more during the Contractor's fiscal year, then Contractor shall have a full financial audit performed. If less than seven hundred fifty thousand dollars (\$750,000) is expended, then a financial review is acceptable, pursuant to the requirements of this Contract.

4.12.3 Contractor shall contract with an independent auditor utilizing a Letter of Engagement. The auditor must be a Certified Public Accountant recognized by the regulatory authority of the State of Texas.

4.12.4 Contractor must submit one (1) Board-approved, bound hard copy of a complete financial audit report or financial review, to include the original auditor opinion, within one hundred eighty (180) calendar days of the end of Contractor's fiscal year, unless alternative arrangements are approved in writing by the City. The financial audit report/financial review must include the Management Letter if one was issued by the auditor. Contractor may not submit electronic copies of financial audit reports/financial reviews to the City. Financial audit reports/financial reviews must be provided in hard copy, and either mailed or hand-delivered to the City.

4.12.5 The City will contact the independent auditor to verify:

- i. That the auditor completed the financial audit report/financial review received from the Contractor;
- ii. That the auditor presented the financial audit report/financial review to the Contractor's Board of Directors or a committee of the Board, and;
- iii. The date the financial audit report/financial review was presented to the Contractor's Board of Directors or a committee of the Board.

4.12.6 The City will contact the Board Chair to verify that the auditor presented the financial audit report/financial review to the Contractor's Board of Directors or a committee of the Board.

- i. Contractor's Board Chair must submit a signed and dated copy of the HHSD Board Certification form to the City as verification.
- ii. In lieu of the Board Certification form, Contractor must submit a signed and copy of the approved Board meeting minutes to the City, indicating the following:
 - a) The Board of Directors, or a committee of the Board, has met with the independent auditor;
 - b) The Board of Directors has authorized and accepted the financial audit report/financial review.

A signed and dated copy of the HHSD Board Certification form, or approved and signed Board minutes reflecting acceptance of the financial audit report/financial review will be due to the City within forty-five (45) days after the audit is due to the City. Board minutes regarding approval of the Contractor's financial audit report/financial review will be verified with the Contractor's Board Chair. The City will deem the financial audit report/financial review incomplete if Contractor fails to submit either the Board Certification form or the Board minutes as required by this section 4.12.6.

4.12.7 The inclusion of any Findings or a Going Concern Uncertainty, as defined by Chapter 200, Subpart F, of Title 2 of the Code of Federal Regulations and Generally Accepted Auditing Standards (GAAS), in a Contractor's audit requires the creation and submission to the City of a corrective action plan formally approved by the Contractor's governing board. The plan must be submitted to the City within 60 days after the audit is due to the City. Failure to submit an adequate plan to the City may result in the immediate suspension of funding. If adequate improvement related to the audit findings is not documented within a reasonable period of time, the City may provide additional technical assistance, refer the Agreement to the City Auditor for analysis, or move to terminate the Agreement as specified in Section 5 of the Agreement.

4.12.8 The expiration or termination of this Contract shall in no way relieve the Contractor of the audit requirement set forth in this Section.

4.12.9 Right To Audit By Office of City Auditor.

4.12.9.1 Contractor agrees that the representatives of the Office of the City Auditor, or other authorized representatives of the City, shall have access to, and the right to audit, examine, and copy any and all records of the Contractor related to the performance under this Agreement during normal business hours (Monday – Friday, 8 am – 5 pm). In addition to any other rights of termination or suspension set forth herein, the City shall have the right to immediately suspend the Agreement, upon written notice to Contractor, if Contractor fails to cooperate with this audit provision. The Contractor shall retain all such records for a period of five (5) years after the expiration or early termination of this Agreement or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer. The Contractor agrees to refund to the City any overpayments disclosed by any such audit.

4.12.9.2 Contractor shall include this audit requirements in any subcontracts entered into in connection with this Agreement.

4.13 Ownership of Property.

4.13.1 Ownership title to all capital acquisition, supplies, materials or any other property purchased with funds received under this Contract and in accordance with the provisions of the Contract, is vested with the City and such property shall, upon termination of the Contract, be delivered to the City upon request.

4.13.2 Written notification must be given to the City within five (5) calendar days of delivery of nonexpendable property (defined as anything that has a life or utility of more than one (1) year and an acquisition cost, including freight, of over five thousand dollars (\$5,000)) in order for the City to effect identification and recording for inventory purposes. Contractor shall maintain adequate accountability and control over such property, maintain adequate property records, perform an annual physical inventory of all such property, and report this information in the annual Contract Progress Report, due sixty (60) days after the end of each Program Period, as well as in the Closeout Summary Report, due sixty (60) days after the end of the Contract Term.

4.13.3 In the event Contractor's services are retained under a subsequent agreement, and should Contractor satisfactorily perform its obligations under this Contract, Contractor shall be able to retain possession of non-expendable property purchased under this Contract for the duration of the subsequent agreement.

4.13.4 Property purchased with City funds shall convey to Contractor two (2) years after purchase, unless notified by the City in writing.

SECTION 5. TERMINATION

5.1 **Right To Assurance.** Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

5.2 **Default.** The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under the "Right to Assurance paragraph herein, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by Contractor to the City.

- 5.3 **Termination For Cause.** In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Contractor's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.
- 5.4 **Termination Without Cause.** The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City shall pay the Contractor, to the extent of funds appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.
- 5.5 **Fraud.** Fraudulent statements by the Contractor on any Offer or in any report or deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

SECTION 6. OTHER DELIVERABLES

- 6.1 **Insurance.** The following insurance requirements apply.

6.1.1 General Requirements

6.1.1.1 The Contractor shall at a minimum carry insurance in the types and amounts indicated herein for the duration of the Contract and during any warranty period.

6.1.1.2 The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within fourteen (14) calendar days after written request from the City.

6.1.1.3 The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.

6.1.1.4 The Contractor shall not commence work until the required insurance is obtained and has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

6.1.1.5 The Contractor must maintain and make available to the City, upon request, certificates of insurance for all Subcontractors.

6.1.1.6 The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better. The City will

accept workers' compensation coverage written by the Texas Workers' Compensation Insurance Fund.

6.1.1.7 All endorsements naming the City as additional insured, waivers, and notices of cancellation endorsements as well as the Certificate of Insurance shall contain the Contractor's email address, and shall be mailed to the following address:

City of Austin
Health and Human Services Department
ATTN: Community Based Resources
P. O. Box 1088
Austin, Texas 78767

6.1.1.8 The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.

6.1.1.9 If insurance policies are not written for amounts specified, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

6.1.1.10 The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

6.1.1.11 The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.

6.1.1.12 The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.

6.1.1.13 The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. All deductibles or self-insured retentions shall be disclosed on the Certificate of Insurance.

6.1.1.14 The Contractor shall endeavor to provide the City thirty (30) calendar days written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.

6.1.2 **Specific Coverage Requirements.** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

6.1.2.1 **Commercial General Liability Insurance.** The minimum bodily injury and property damage per occurrence are \$500,000* for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injuries). The policy shall contain the following provisions and endorsements.

6.1.2.1.1 Blanket contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project

6.1.2.1.2 Independent Contractor's Coverage

- 6.1.2.1.3 Products/Completed Operations Liability for the duration of the warranty period
- 6.1.2.1.4 Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
- 6.1.2.1.5 Thirty (30) calendar days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
- 6.1.2.1.6 The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
- 6.1.2.1.7 If care of a child is provided outside the presence of a legal guardian or parent, Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.
- 6.1.2.1.8 The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

* Supplemental Insurance Requirement. If eldercare, childcare, or housing for clients is provided, the required limits shall be \$1,000,000 per occurrence.

6.1.2.2 **Business Automobile Liability Insurance.**

Minimum limits: \$500,000 combined single limit per occurrence for all owned, hired and non-owned autos

- a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
- b. If no client transportation is provided but autos are used within the scope of work, and there are no agency owned vehicles, evidence of Personal Auto Policy coverage from each person using their auto may be provided. The following limits apply for personal auto insurance: \$100,000/\$300,000/\$100,000.

All policies shall contain the following endorsements:

- 6.1.2.2.1. Waiver of Subrogation, Endorsement TE 2046A, or equivalent coverage
- 6.1.2.2.2. Thirty (30) calendar days Notice of Cancellation, Endorsement TE 0202A, or equivalent coverage
- 6.1.2.2.3 The City of Austin listed as an additional insured, Endorsement TE 9901B, or equivalent coverage

6.1.2.3 **Worker's Compensation and Employers' Liability Insurance.** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee. The policy shall contain the following provisions and endorsements:

- 6.1.2.3.1 The Contractor's policy shall apply to the State of Texas
- 6.1.2.3.2 Waiver of Subrogation, Form WC 420304, or equivalent coverage
- 6.1.2.3.3 Thirty (30) calendar days Notice of Cancellation, Form WC 420601, or equivalent coverage

6.1.2.4 **Professional Liability Insurance.**

6.1.2.4.1 Contractor shall provide coverage at a minimum limit of \$500,000 per claim to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Contract.

6.1.2.4.2 If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for twenty-four (24) months following the completion of the Contract.

6.1.2.5 **Blanket Crime Policy Insurance.** A Blanket Crime Policy shall be required with limits equal to or greater than the sum of all Contract funds allocated by the City. Acceptance of alternative limits shall be approved by Risk Management.

6.1.2.6 **Directors and Officers Insurance.** Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Contract and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Contract and for not less than twenty-four (24) months following the end of the Contract. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Contract or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

6.1.2.7 **Property Insurance.** If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

6.1.2.8 **Endorsements.** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

6.1.2.9 **Certificate.** The following statement must be shown on the Certificate of Insurance.

"The City of Austin is an Additional Insured on the general liability and the auto liability policies. A Waiver of Subrogation is issued in favor of the City of Austin for general liability, auto liability and workers compensation policies."

6.2 **Equal Opportunity.**

6.2.1.1 **Equal Employment Opportunity.** No Contractor or Contractor's agent shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Bid submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Contractor has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. The Contractor shall sign and return the Non-Discrimination Certification attached hereto as Exhibit C. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the Contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4. Any Subcontractors used in the performance of this contract and paid with City funds must comply with the same nondiscrimination requirements as the Contractor.

6.2.2 **Americans With Disabilities Act (ADA) Compliance.** No Contractor, or Contractor's agent shall engage in any discriminatory employment practice against individuals with disabilities as defined in the ADA.

6.3 **Inspection of Premises.** The City has the right to enter Contractor's and Subcontractor's work facilities and premises during Contractor's regular work hours, and Contractor agrees to facilitate a review of the facilities upon reasonable request by the City.

6.4 **Rights to Proposal and Contractual Material.** All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.

6.5 **Publications.** All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

SECTION 7. WARRANTIES

7.1 **Authority.** Each party warrants and represents to the other that the person signing this Contract on its behalf is authorized to do so, that it has taken all action necessary to approve this Contract, and that this Contract is a lawful and binding obligation of the party.

7.2 **Performance Standards.** Contractor warrants and represents that all services provided under this Contract shall be fully and timely performed in a good and workmanlike manner in accordance with generally accepted community standards and, if applicable, professional standards and practices. Contractor may not limit, exclude, or disclaim this warranty or any warranty implied by law, and any attempt to do so shall be without force or effect. If the Contractor is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be required to purchase under the Contract from the Contractor, and purchase conforming services from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source. Contractor agrees to participate with City staff to update the performance measures.

SECTION 8. MISCELLANEOUS

8.1 **Criminal Background Checks.** Contractor and Subcontractor(s) agree to perform a criminal background check on individuals providing direct client service in programs designed for children under eighteen (18) years of age, seniors 55 years of age and older, or persons with Intellectual and Developmental Disabilities (IDD). Contractor shall not assign or allow an individual to provide direct client service in programs designed for children under eighteen (18) years of age, seniors 55 years of age and older, or persons with IDD if the individual would be barred from contact under the applicable program rules established by Title 40 of the Texas Administrative Code.

8.2 **Compliance with Health, Safety, and Environmental Regulations.** The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor's obligations under this paragraph.

8.2.1 The Contractor or Subcontractor(s) seeking an exemption for a food enterprise permit fee must present this signed and executed social services contract upon request to the City. (*Source: City of Austin Ordinance 20051201-013*)

- 8.3 **Stop Work Notice.** The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that the City reasonably believes is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Contractor shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.

8.4 **Indemnity.**

8.4.1 Definitions:

8.4.1.1 "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:

8.4.1.1.1 damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or;

8.4.1.1.2 death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),

8.4.1.2 "Fault" shall include the sale of defective or non-conforming deliverables, negligence, willful misconduct, or a breach of any legally imposed strict liability standard.

8.4.2 THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.

- 8.5 **Claims.** If any claim, demand, suit, or other action is asserted against the Contractor which arises under or concerns the Contract, or which could have a material adverse affect on the Contractor's ability to perform hereunder, the Contractor shall give written notice thereof to the City within ten (10) calendar days after receipt of notice by the Contractor. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2nd Street, 4th Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.
- 8.6 **Business Continuity.** Contractor warrants that it has adopted a business continuity plan that describes how Contractor will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Contractor shall provide a copy of the plan to the City's Contract Manager upon request at any time during the term of this Contract, and the requested information regarding the Business Continuity Plan shall appear in the annual Administrative and Fiscal Review document. Contractor also agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes.
- 8.7 **Notices.** Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered three (3) business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return

Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, email, or other commercially accepted means. Notices to the City and the Contractor shall be addressed as follows:

To the City:	To the Contractor:	With copy to:
City of Austin, Health and Human Services Department Community Services Division	Caritas of Austin	City of Austin Health and Human Services Dept.
ATTN: Stephanie Hayden, Assistant Director	ATTN: Jo Kathryn Quinn, Executive Director	ATTN: Shannon Jones, Director
7201 Levander Loop, Bldg. H	611 Neches	7201 Levander Loop, Bldg. E
Austin, TX 78702	Austin, TX 78701	Austin, TX 78702

- 8.8 **Confidentiality.** In order to provide the deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Contract, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.
- 8.9 **Advertising.** Where such action is appropriate as determined by the City, Contractor shall publicize the activities conducted by the Contractor under this Agreement. Any news release, sign, brochure, or other advertising medium including websites disseminating information prepared or distributed by or for the Contractor shall recognize the City as a funding source and include a statement that indicates that the information presented does not officially represent the opinion or policy position of the City.
- 8.10 **No Contingent Fees.** The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.
- 8.11 **Gratuities.** The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.

- 8.12 **Prohibition Against Personal Interest in Contracts.** No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Contractor shall render the Contract voidable by the City.
- 8.13 **Independent Contractor.** The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.
- 8.14 **Assignment-Delegation.** The Contract shall be binding upon and enure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract.
- 8.15 **Waiver.** No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.
- 8.16 **Modifications.** The Contract can be modified or amended only by a written, signed agreement by both parties. No pre-printed or similar terms on any Contractor invoice, order, or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.
- 8.17 **Interpretation.** The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.
- 8.18 **Dispute Resolution.**
- 8.18.1 If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.
- 8.18.2 If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified

individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty (30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator's fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

8.19 Minority And Women Owned Business Enterprise (MBE/WBE) Procurement Program

MBE/WBE goals do not apply to this Contract.

8.20 Living Wage Policy

[Reserved]

8.21 Subcontractors.

8.21.1 Work performed for the Contractor by a Subcontractor shall be pursuant to a written contract between the Contractor and Subcontractor. The terms of the subcontract may not conflict with the terms of the Contract, and shall contain provisions that:

8.21.1.1 require that all deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract. The City may require specific documentation to confirm Subcontractor compliance with all aspects of this Contract.

8.21.1.2 prohibit the Subcontractor from further subcontracting any portion of the Contract without the prior written consent of the City and the Contractor. The City may require, as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City;

8.21.1.3 require Subcontractors to submit all requests for payment and applications for payments, including any claims for additional payments, damages or otherwise, to the Contractor in sufficient time to enable the Contractor to include the same with its invoice or application for payment to the City in accordance with the terms of the Contract;

8.21.1.4 require that all Subcontractors obtain and maintain, throughout the term of their contract, insurance in the type and amounts specified for the Contractor, with the City being a named insured as its interest shall appear; and

8.21.1.5 require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.

8.21.2 The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractor's own acts and omissions. Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subcontractor except as may otherwise be required by law.

8.21.3 The Contractor shall pay each Subcontractor its appropriate share of payments made to the Contractor not later than ten days after receipt of payment from the City.

8.22 Jurisdiction And Venue. The Contract is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from this Contract shall be resolved

in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.

- 8.23 **Invalidity.** The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did not contain the particular portion or provision held to be void. The parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.

- 8.24 **Holidays.** The following holidays are observed by the City:

<u>HOLIDAY</u>	<u>DATE OBSERVED</u>
New Year's Day	January 1
Martin Luther King, Jr's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Friday after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

- 8.25 **Survivability of Obligations.** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.
- 8.26 **Non-Suspension or Debarment Certification.** The City is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a contract with the City, the Contractor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the Exclusions records at SAM.gov, the State of Texas, or the City of Austin.

In witness whereof, the parties have caused duly authorized representatives to execute this Contract on the dates set forth below.

CARITAS OF AUSTIN

Signature: [Signature]

Name: Jo Kathryn Quinn
Printed Name

Title: Executive Director

Date: 6-4-2015

CITY OF AUSTIN

Signature: [Signature]

Name: JAMIE SCARBOROUGH
PURCHASING OFFICE

Date: 7/24/15

EXHIBITS

Exhibit A – Program Forms

- A.1 Program Work Statement
- A.2 Program Performance Measures
- A.3 Client Eligibility Requirements

Exhibit B – Program Budget Forms

- B.1 Program Budget and Narrative
- B.2 Program Subcontractors

Exhibit C – Equal Employment/Fair Housing Office/Non-Discrimination Certification

Exhibit D- Homeless Management Information System (HMIS) Reporting Requirements

Exhibit E- Mid-Month Reimbursement Option for Direct Financial Assistance

Program Work Statement

Contract Start Date

9/1/2015

Contract End Date

9/30/2018

Program Goals And Objectives

The Best Single Source Plus Collaborative, consisting of 13 agencies, provides individuals/families in Austin/Travis County with comprehensive housing stability resources (case management and basic needs services). BSS+C ensures that clients have access to basic necessities - starting with housing - and extending to food, clothing, physical/mental health care, and other supportive services.

Program Clients Served

The target population for BSS+C is individuals/families living in Austin/Travis County, at or below 200% federal poverty level, and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where no more than 12 months of case management and limited financial assistance will be sufficient to stabilize their housing. Program suitability is determined by use of the BSS+C Eligibility and Screening Tool which reviews basic eligibility such as residency, income, the crisis that puts their housing at risk or are currently homeless, and past or current BSS Plus enrollment status. Additionally, the tool collects data on household employment/income potential, financial status, housing and legal history which generates a total assessment score and legend to make recommendation.

Score Legend & Assessment Recommendations include:

0-24: Not recommended for BSS+ unless access to other subsidized housing is assured within BSS+ service period. Refer to other more intensive supports and housing.

25-35: Recommended for BSS+. Likely to require up to 12 months case management and moderate support services.

36-45: Recommended for BSS+. Likely to require up to 3 months case management and minimal support services.

46-60: Not recommended for BSS+. Offer resources and referrals as appropriate.

The Actual Assistance Offered is also captured on the tool which includes an option for the Case Manager to select One Time Financial Assistance. If the assistance offered differs from the scoring recommendation, the Case Manager must state why and have their supervisor sign off.

Clients must meet the eligibility criteria of the individual agency that they are applying to in addition to that of the BSS+ Eligibility and Screening. BSS+C partner agencies eligibility criteria are listed below.

1.AIDS Services of Austin (ASA) provides services to persons living with HIV and/or AIDS who are experiencing a housing crisis or homelessness. To be eligible for BSS+C services the individual/household needs documentation of HIV + or AIDS diagnosis. Internal and external referrals are accepted and clients do not need to be co-enrolled in other ASA programs.

2.Any Baby Can (ABC) serves children with special health care needs, developmental delays, and who are in danger of abuse/neglect and families at-risk of losing their jobs and housing due to their child's health care needs and the expenses associated with medical care. Eligibility criteria begin with ABC program eligibility which comes to the agency through direct calls, outreach and collaborations. Once a family is enrolled internal programs, if they experience a housing stability crisis they are screened for BSS+C.

3.The Arc of the Capital Area (Arc) provides case management services to individuals with developmental disabilities and their families to improve their independence and ensure they remain living in their communities. BSS+C services are available to any Arc participant and/or their household members who meet eligibility standards. A limited amount of case management slots are reserved for households who do not have a member in another Arc program, but the household must have at least one individual with an intellectual and/or developmental disability.

4.Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Clients include households of all sizes; many of whom are veterans, refugees, women and children, and individuals with disabilities. They all share a common reality: they do not have a stable place to call home. All referrals to the Caritas BSS+C program come through Coordinated Assessment. Caritas often serves the most vulnerable individuals and families in need of housing. To be eligible for BSS+C, clients must complete the VI-SPDAT assessment through Coordinated Assessment, score within Rapid Rehousing range (Caritas accepts internal Prevention referrals) and meet Caritas income requirement of 30% AMI or below.

5.Catholic Charities of Central Texas (CCCTX) clients are of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin. Clients are individuals and families at

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Program Work Statement

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risk of becoming homeless due to a recent financial crisis. CCCTX also services clients already homeless at time of program entry. Clients currently call the intake line on specified dates for a BSS+C eligibility/screening. Beginning June 1st, the intake process will switch to an application process.

6. Family Eldercare (FEC) supports seniors and people with disabilities. To be eligible for BSS+C they must be adults with disabilities and/or seniors over the age of 55 and meet BSS+C eligibility requirements. Internal and external referrals are accepted and clients do not need to co-enroll in one of the FEC programs.

7. Foundation for the Homeless (FFH) serves both individuals and families at risk of homelessness or currently homeless. Outside referrals are also accepted. FFH requires that the household income be 100% or above the FPL.

8. Front Steps (FS) Eligibility criteria for BSS+C includes adult men and women participating in Front Step Case Management programs who are also meet BSS+C eligibility requirements. Case Managers within the Shelter Case Management program process internal and partner referrals.

9. Goodwill Central Texas (GW) serves homeless and at risk individuals/families facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other population served includes youth and low income households. To apply for BSS+C clients must be currently enrolled and active in a Goodwill Workforce Development program.

10. Meals on Wheels and More (MOWAM) assists clients and their families (who are primarily homebound/disabled) with prevention services through case management so they can remain in their homes/stably housed. The majority of clients served through BSS+C are those who are found to be eligible based on an assessment of housing needs during the in house programs for meals, groceries to go, and home repair.

11. SafePlace (SP) To access BSS+C, clients must be enrolled in the Survivor Advocacy program. All external referrals go through the hotline in order to complete safety planning and basic resources referrals. Callers are then directed to the Survivor Advocacy program to evaluate additional services.

12. The Wright House Wellness Center (WHWC) To be eligible for BSS+C, clients must be living with a diagnosis of HIV and Hepatitis C and have documentation of the diagnosis. Internal and external referrals are accepted and clients do not need to be co-enrolled in other WHWC programs.

13. The Salvation Army (TSA) Clients include homeless individuals and families (majority are single mothers with children), low-income households, persons with disabilities, victims of domestic violence, and veterans. Referrals to BSS+C are made internally through a case manager of Passages Program, Rapid Re Housing Initiative, or SSVF programs.

Additional eligibility guidelines include:

- In addition to BSS+C eligibility requirements, clients must meet the eligibility criteria specified by the partner agency through which they are applying.
- At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria.
- Households can only be enrolled in BSS+C at one partner agency at a time.
- Previous BSS+C one-time financial assistance and case managed clients will not be eligible for BSS+C services for a period of 12 months after their exit date from BSS+C, verified using HMIS data.

BSS+C partners use standardized eligibility and enrollment forms that ensure quality client service and consistent data collection as well as a standard client file checklist.

Program Services And Delivery

The BSS+C program utilizes multiple overarching strategies:

(a) No Wrong Door - Together, the 13 partner agencies present 13 points of entry for access to housing stability, rapid re-housing and basic needs services. Households fully benefit from the diversity of partners' missions.

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(b) Homeless Prevention and Rapid Rehousing Services with Direct Financial Assistance – Case management is the foundation for all BSS+C strategies. The program provides comprehensive case management and basic needs services (rent, mortgage, utility assistance and housing supports) for homeless and housed clients who are or are about to be experiencing a housing crisis. BSS+ agencies focus on homelessness assistance, prevention or both. For clients entering the program who are at risk of losing their housing a homeless prevention strategy is used in order to prevent the individual or family from falling into homelessness. Case management, debt reduction, advocacy with the housing provider, mediation, flexible financial assistance and connection to needed resources (ex: mental health services, child care assistance, medical services, etc.) are all common strategies used. Once a homeless client/family enters into case management the goal is to rehouse them as quickly as possible so they do not fall deeper into homeless services such as shelters, etc. Case managers utilize many of the same strategies mentioned but actually house the client/family and use financial assistance to remove housing barriers which increases their rate of success to become stably housed.

(c) Comprehensive Case Management – Provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other safety net services.

(d) Landlord Outreach – Landlord Outreach Specialists (LOS) provide outreach and build relationships with prospective landlords with the goal of developing a pool of safe, affordable housing in which clients can be placed. LOS also work with clients to complete housing applications and serve as client advocates.

Services provided through BSS+C fall into the following categories:

One-Time Financial Assistance

A client will be eligible for One-Time Financial Assistance if they can become housing stable with the limited financial assistance and no case management is required. The BSS+C Eligibility and Screening Tool and the Housing Stability Assessment Tool are used to determine if a household is suitable for One-Time Financial Assistance. To allow flexibility, a household may be enrolled in one-time assistance and come back for case management services within 30 days. After 30 days, the client (and their household members) must wait 1 year from exit to reapply for BSS+C. Case Manager must give full disclosure of these rules to the client at time of program eligibility and screening. Remaining One Time Financial Assistance direct financial assistance total is subtracted from the case management cap. The household is allowed access to the remainder of the case management direct financial assistance cap.

Direct client One Time Financial Assistance (OTFA) is up to \$1,500. Exceptions may be made to exceed the One-Time Financial Assistance cap to up to \$3,000, based on household need and approval by a client's Case Manager, Program Manager/Director and the BSS Plus Coordinator. These payments will be provided on behalf of a client with the anticipation that no additional assistance will be needed in the next 12 months. Case management dollars are not associated with this assistance, though one-time case management resource and referral will be provided.

Eligible one-time financial assistance includes:

- One-time Rent Payment
- One-time Mortgage Payment
- One-time Utility Payment
- Housing Supports

Case Managed Financial Assistance

A client will be eligible for Case Management services and direct client financial assistance up to a capped amount during their eligibility in the program when One-Time Financial Assistance will not yield housing stability and case management is required. Case Managed Financial Assistance direct financial assistance is up to \$3,000. Exceptions may be made to exceed the Case Managed cap up to \$6,000, based on household need and approval by a client's Case Manager, Program Manager/Director and the BSS Plus Coordinator.

Case Management: Clients are required to meet regularly with their Case Manager; design and implement steps indicating progress toward self-sufficiency; and work on designated goals including financial management, life skills, debt reduction, credit repair, employment, and income benefits. Amount and intensity of case management service will be determined on a case-by-case basis.

Eligible Case Managed financial assistance includes:

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•Rent /Move-In Deposits: Includes first-month rent, security deposits for lease of a new unit, application fees, and other move-in expenses.

•Utility/Move-In Deposits: Includes utility deposits for lease of a new unit, utility application fees, and payment of past due utility debt so new services can be started.

•Rent Assistance: This category of assistance is for households that require several months of rental assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

•Short-Term Mortgage Payment: Assistance with mortgage payments keep an individual or family in the home that they own and in which they reside. Amount of assistance is determined on individual basis and case plan.

•Utility Assistance: This category of assistance is for households that require several months of utility assistance to stabilize in housing. Amount of assistance is determined on individual basis and case plan.

Housing Location: A Housing Locator will identify properties suitable for clients, maintain a housing directory of available units, serve as a liaison between the landlord and client, and provide basic housing counseling as a client moves into stable permanent housing. Housing Location will be provided through Housing Locators employed by and located at Caritas of Austin.

Mediation and Legal Services: Includes referral to and support services from agencies, primarily Austin Tenants Council and Texas Rio Grande Legal Aid, for protection of tenant rights, provision of landlord and tenant education, and assessment of fair housing and housing discrimination issues.

Housing Supports: Housing supports such as food, furniture, basic household necessities and transportation may be provided as needed. Small home repair services may also be provided to keep individuals and families housed. Small home repairs require multiple quotes. All housing supports must be directly linked to housing stability. Case Managers will be asked to submit a statement of need, proper documentation, and follow guidelines for appropriate pricing.

Identification Assistance: Includes the payment for identification documents necessary for a client to obtain employment and/or housing. Identification documents include: birth certificates, social security cards, new/renewed state identification card, and driver's license.

1.AIDS Services of Austin (ASA) stabilizes its clients in housing, provide access to support services, and retains them in medical care. BSS+C will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS. Direct services include preventing the spread of the disease through awareness, education and HIV testing. Services available for clients meeting eligibility requirements: medical and non-medical case management, housing assistance, rent, utilities and housing supports.

2.Any Baby Can (ABC) BSS+C will help families become stable in housing by providing rent and utilities assistance while they plan how to manage expenses and gain the education to help them become self-sufficient. Most services are provided through home visitation programs and also offer community classes, support groups and community resources. ABC believes that every child deserves a strong family.

3.The Arc of the Capital Area (Arc) provides community-based services that improve the quality of life through medical maintenance, money management, housing and living assistance, and community transitions. BSS+C will support clients to become stable in housing, and regain self-sufficiency.

4.Caritas of Austin (Caritas) is the lead and fiscal agent for BSS+C. Caritas provides a services continuum for those experiencing poverty that begins with a safety net and links to resources to achieve self-sufficiency. Caritas service areas include: supportive housing, housing stability case management, education, employment, food, and refugee resettlement services. Clients include households of all sizes; many of whom are veterans, refugees, women and children. They all share a common reality: they do not have a stable place to call home. All referrals to the Caritas BSS+C program come through Coordinated Assessment. BSS+C assistance is utilized to remove barriers to securing and maintaining housing.

5.Catholic Charities of Central Texas (CCCTX) provides emergency services as well as assistance accessing mainstream

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benefits and employment services. BSS+C will be used to help clients become stable in housing or re-gain housing after experiencing short-term homelessness. Services and assistance provided include: general case management, information and referral, immigration legal services, disaster relief services and Gabriel Project Life Center, providing a variety of services to women and men in crisis pregnancies and through the first year of a child's life.

6. Family Eldercare (FEC) supports clients to live independently in the community, through provision of services; money management, service coordination and low income senior housing. Services are provided to seniors and adults with disabilities who are low income and need assistance to manage and/or apply for benefits and maintain housing. Services include: in-home care and caregiver services, guardianship services, money management, geriatric consultation and independent living supports. BSS+C will primarily be used for rent, mortgage, and utilities assistance and small home repairs to help older adults in financial crisis to remain stable in housing.

7. Foundation for the Homeless (FFH) mobilizes the resources of faith and community-based organizations to alleviate the suffering of the homeless through emergency shelter, rapid re-housing, and homelessness prevention. Prevention clients typically enroll in long-term case management. Rapid rehousing services are offered to households living in shelter to assist with housing barriers such as rental and utility debt and rehousing search and move in costs. Host churches, synagogues and support congregations work in collaboration to provide year round shelter, meals, and a loving presence while FFH staff provide transportation, case management, referrals and other supportive services to families as they work toward achieving goals of permanent housing and self-sufficiency.

8. Front Steps (FS) programs include the Recuperative Care Project for medically vulnerable individuals, the Housing Program offering supportive services for those exiting homelessness, and the AmeriCorps/Keep Austin Housed Program serving homeless/at-risk/formerly homeless individuals in the community. FS provides a full range of rapid rehousing services, and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. Four heavily utilized components of the ARCH provide indispensable services to homeless individuals:

- The Day Resource Center (DRC) serves homeless men, women, and accompanied children.
- The ARCH Day Sleep program (a component of the DRC) serves homeless men and women.
- The ARCH overnight shelter serves homeless men.
- The ARCH shelter case management programs serves homeless (and those at-risk of becoming homeless) men and women.

9. Goodwill Central Texas (GW) enhances the quality of life facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Other populations served include youth and low income households. BSS+C services will be utilized to assist clients with housing barriers and obtain/maintain housing.

10. Meals on Wheels and More (MOWAM) delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWAM additional services include minor and major home repairs; grocery shopping assistance; a monthly supply of shelf-stable groceries; extra, daily, shelf-stable meals for the nutritionally at-risk; veteran services; problem-solving therapies; rural meal delivery; Alzheimer's respite; and pet food and pet health care for their clients' dogs and cats. If the client/household is found to need case management the case is moved from its supportive team to its CARE TEAM who will complete eligibility screening for household needs/stability.

11. SafePlace (SP) provides crisis intervention, counseling, prevention, education, long term support and advocacy services and programs designed to end sexual and domestic violence. Free and confidential services are provided to those who have been impacted by sexual or domestic violence. Eligible clients may receive emergency shelter, hospital and legal advocacy, case management, financial assistance for rent, utilities, and housing supports.

12. The Wright House Wellness Center (WHWC) mission is to improve the lives of Central Texans living with, at risk for, and affected by HIV/AIDS, and/or Hepatitis C through outreach, education, health and holistic services, and care coordination.

13. The Salvation Army (TSA) provides permanent supportive housing, emergency shelter, disaster relief, rapid rehousing, and homelessness prevention services. BSS+C will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Direct client assistance is primarily used to alleviate boundaries to housing/self-sufficiency, to rapidly rehouse clients in affordable rental units and assist with becoming financially stable. Clients reside at the Social

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Service multi population emergency shelter and the Austin Shelter for Women and Children.

System for Collecting and Reporting Program Data

Each of the BSS+C service providers participates in the HMIS through ServicePoint, except for SafePlace who uses a web-based software Apricot which is a comparable database to HMIS. Client eligibility documents and services are collected and stored in paper files and HMIS. Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, percentage of federal poverty level chart and gross income calculation tool. Common program forms are used including eligibility and enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake.

As the lead and fiscal agent for BSS+C, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality checks are performed with the 13 BSS+C agencies to ensure compliance with data entry guidelines.

Partner MOUs outlines expectations and timelines for program implementation and data collection. Caritas has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is requested. Monthly summary reports are sent to BSS+C agencies to confirm all client data and services. All BSS+C client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

Performance Evaluation

The Caritas Associate Director of BSS+C and Evaluation monitors expenditures and client data at least monthly, utilizing HMIS reports, a check request log, and reports from Caritas' accounting system. Program expenditure and performance data is reported through the Director of Housing Services to the Executive Director and finally to the Caritas Board of Directors on a monthly basis. Additionally, the Executive Directors and/or Program Managers from BSS+C partner agencies meet at least monthly to evaluate expenditures, client performance, and to make recommendations for program improvement.

Quality Improvement

The real-time, client level data in HMIS allows issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+C program is meeting its intended benchmarks and facilitate program improvements among the partner agencies.

Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+C Program. A BSS+C website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program performance, and provide tools. Caritas also performs onsite pre-monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

When challenges or problems are identified, management and lead partner BSS+C staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions, whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others.

Monthly meetings between BSS+C Partner Executive Directors also allow for high level discussion of program operations and potential improvements.

Service Coordination with Other Agencies

Service Cooperation with Other Agencies:

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Caritas works closely with BSS+C partners, WERC agencies and innumerable community agencies. BSS+C Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients; for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.

Through agency Releases of Information (ROI) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI, then BSS+C Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount.

Service Collaboration with Other Agencies

BSS+C is a collaboration among 13 area nonprofit service providers. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches diverse populations. Roughly half of the service providers offer services which are focused on those who are currently experiencing homelessness and the other half of the service providers are focused on preventing homelessness. BSS+C was built on the premise of "no wrong door" for clients so they may receive all services from their home agency ensuring those in need receive the specific type of service their unique situation requires.

The Caritas of Austin BSS+C Admin Team serve as the conduit for all things BSS+C. This team handles daily communication to/with the partners, monitor the budget and progress on service goals, does all HMIS data quality for 13 agencies, prepares all required reporting for funders, meets with partner agencies to do twice yearly pre-monitoring visits, prepares the materials for all and oversees most of the BSS+C meetings, provides on-going technical assistance and customer services, processes all client check requests – rough 350-400 monthly, maintains the BSS+C website, designs and produces BSS+C collateral material, and more.

The Executive Directors of each partner agency meet every other month. The sitting chair oversees the meetings which are two hours in length and typically held at the agency of the sitting chair. The chair and co-chair rotate in October of each year. The purpose of the meetings are to get an update on financials, analysis of spending trend, progress on meeting goals, vote on action items and an opportunity to discuss issues in the community which impact homeless prevention and homeless services. Partner agency program managers meet monthly with the Caritas of Austin BSS+C Admin team. The purposes of these meetings are to educate, and have an opportunity for open dialogue regarding successes, challenges and improvements for the BSS+C program. Partner agency case managers meet from time-to-time (these are less formal meetings) so there can be discussion around client and housing issues. The BSS+C utilize formal written policies and procedures as a foundation in operating the collaborative.

Community Planning Activities

Caritas is highly involved in community planning activities through its participation on boards, advisors and participants in committees such as:

- ECHO (Continuum of Care): Rapid Rehousing, homelessness prevention, and coordinated assessment
- Disability Rights Texas Board Membership: protection for individuals with disabilities
- Austin Energy Consumer Committees: plan discounts and payment plans for low-income
- CAN (Community Advancement Network): leverages resources to help the community
- Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates
- Downtown Austin Alliance: planning citizen safety, helps the homeless, social services
- Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing
- JSC School & Family Work Group: plan to create stable communities for students
- Texas Homeless Network: work to support groups who prevent and end homelessness
- Austin Tenants Council: works to advocate on behalf of low-income clients
- Texas Rio Grande Legal Aid: Provides free legal services to low-income residents

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Program Performance Measures

		<i>Period</i>			<i>Contract Term</i>
		<i>1</i>	<i>2</i>	<i>3</i>	
	<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
	<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Outputs

<i>ID</i>	<i>Output Measure Description</i>	<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
1	Total Number of Unduplicated Clients Served	4270	4270	4270	8637
2	Total Number of Unduplicated One-Time Financial Assistance Clients Served	414	414	414	1242
3	Total Number of Unduplicated Case Managed Clients Served	3856	3856	3856	7395

Outcomes

<i>ID</i>	<i>Outcome Measure Description</i>	<i>Period</i>			<i>Contract Term **</i>
		<i>1</i>	<i>2*</i>	<i>3*</i>	
	Number of households at risk of homelessness that maintain housing	604	604	604	1812
1A	Number of households receiving assistance	755	755	755	2265
	Percent of households at risk of homelessness that maintain housing	80	80	80	80
	Number of case-managed households that transition from homelessness into housing	199	199	199	597
1B	Number of households that exit the program	249	249	249	747
	Percent of case-managed households that transition from homelessness into housing	79.92	79.92	79.92	79.92

* Goal Served May Include Carry-Over From Previous Period

** Goal Served Spans Contract Term / May Not Include Carry-Over / Clients Served Must Be < or = Sum of Periods)

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City of Austin Health and Human Services

Social Service Contracts

Client Eligibility Requirements

UNLESS OTHERWISE STATED IN THE CONTRACT WORK STATEMENT, THESE REQUIREMENTS APPLY TO ALL CLIENTS SERVED WITH CITY SOCIAL SERVICES FUNDING.

GENERAL

- Eligibility requirements for clients served under grant contracts will be determined by the grantor.
- Agency must maintain a record of client eligibility (e.g. client file or electronic record) that includes documentation of:
 - Annual certification of client eligibility
 - Services provided to client
- Agency must recertify client when notified of a change in family circumstances (e.g. family income, residence, and/or family composition)
- Unless specified by Grant/Funding Source, re-certification of clients is required not less than once every 12 months (unless required earlier by a change in family circumstances)
- Homeless clients:
 - If the program eligibility requires homeless status, the residency requirements and income requirements do not apply
 - Homeless status must be documented by a signed (1) Homeless Eligibility Form or Homeless Self-Declaration Form and (2) entry into Homeless Management Information System (HMIS) database. These forms must be developed by the agency and be approved by the City contract manager.
- Other Client populations:
 - Clients in programs serving victims of violence are not subject to residency or income requirements
 - Eligibility exceptions for any other type of clients and/or documentation situations must be described in Contract Work Statement
- Date of receipt by agency must be indicated on all documentation in client file

IDENTITY

- Client must provide proof of identity in order to receive City-funded services, documented by:
 - A government –issued identification; or
 - A signed Self-Declaration of Identity supported by client residency documentation

RESIDENCY

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
 - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
 - Residency eligibility must be verified by one or more of the following sources:
 - Austin GIS Jurisdictions Web Map (<http://www.austintexas.gov/gis/JurisdictionsWebMap/>)
 - Travis County Appraisal District website (<http://www.traviscad.org>)

City of Austin Health and Human Services

Social Service Contracts

Client Eligibility Requirements

- U.S. Postal Service website (verification of County only) (www.usps.com)

INCOME

- Client intake form must reflect wages/income of all family members 18 years old or older living in the household
- Determination of Family Size:
 - ♦ For the purposes of determining eligibility for City-funded services, a family unit consists of:
 - A person living alone:
 - An adult living alone
 - A minor child living alone or with others who are not responsible for the child's support
 - Two or more persons living together who are wholly or partially responsible for the support of the other person/people:
 - Two persons in a domestic partnership, or legal or common-law marriage
 - One or both legal parents and minor children
 - One or both adult caretakers of minors and the caretaker(s)'s minor children. Note: a caretaker is one or both adults(s) who performs parental functions (provision of food, clothing, shelter, and supervision) for a minor.
- Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

- (A) Temporary Assistance for Needy Families (TANF);
- (B) Money, wages and salaries before any deductions;
- (C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
- (D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);
- (E) Railroad retirement;
- (F) Unemployment compensation;
- (G) Strike benefits from union funds;
- (H) Worker's compensation;
- (I) Training stipends;
- (J) Alimony;
- (K) Military family allotments;
- (L) Private pensions;
- (M) Government employee pensions (including military retirement pay);
- (N) Regular insurance or annuity payments; and
- (O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

- (A) Capital gains; any assets drawn down as withdrawals from a bank;
- (B) The sale of property, a house, or a car;
- (C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;

City of Austin Health and Human Services

Social Service Contracts

Client Eligibility Requirements

- (D) Tax refunds, gifts, loans, and lump-sum inheritances;
- (E) One-time insurance payments or compensation for injury;
- (F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
- (G) Food or housing received in lieu of wages;
- (H) The value of food and fuel produced and consumed on farms;
- (I) The imputed value of rent from owner-occupied non-farm or farm housing;
- (J) Federal non-cash benefit programs as Medicare, Medicaid, Food Stamps, and school lunches;
- (K) Housing assistance and combat zone pay to the military;
- (L) Veterans (VA) Disability Payments;
- (M) College scholarships, Pell and other grant sources, assistantships, fellowships and work study, VA Education Benefits (GI Bill); and
- (N) Child support payments.

- Client income amounts must reflect *Gross Income*, before any deductions
- If any adult family member has no income, a Self-Declaration of No Income form is required for that individual
- Income documentation requirement:
 - ❖ Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
 - ❖ Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

Any question about eligibility criteria not addressed here or for which the contractor needs clarification must be referred to the contractor's City contract manager. The City has final authority to declare an individual eligible or not eligible for City-funded services based on the criteria in this document.

Program Budget and Narrative

	<i>1</i>	<i>Period 2</i>	<i>3</i>	<i>Contract Start Contract End</i>	<i>9/1/2015 9/30/2018</i>
<i>Period Start Date</i>	9/1/2015	10/1/2016	10/1/2017		
<i>Period End Date</i>	9/30/2016	9/30/2017	9/30/2018		<i>Total</i>
<i>Salary plus Benefits</i>	\$596,742.00	\$596,742.00	\$596,742.00		\$1,790,226.00
<i>General Operations Expenses</i>	\$72,950.00	\$72,950.00	\$72,950.00		\$218,850.00
<i>Program Subcontractors</i>	\$824,701.00	\$824,701.00	\$824,701.00		\$2,474,103.00
<i>Staff Travel</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Conferences</i>	\$1,700.00	\$1,700.00	\$1,700.00		\$5,100.00
<i>Operations SubTotal</i>	\$899,351.00	\$899,351.00	\$899,351.00		\$2,698,053.00
<i>Food and Beverages for Clients</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Financial Direct Assistance to Clients</i>	\$1,648,814.00	\$1,648,814.00	\$1,648,814.00		\$4,946,442.00
<i>Other Assistance Amount</i>	\$186,000.00	\$186,000.00	\$186,000.00		\$558,000.00
<i>Direct Assistance SubTotal</i>	\$1,834,814.00	\$1,834,814.00	\$1,834,814.00		\$5,504,442.00
<i>Capital Outlay Amount</i>	\$0.00	\$0.00	\$0.00		\$0.00
<i>Total</i>	\$3,330,907.00	\$3,330,907.00	\$3,330,907.00		\$9,992,721.00
<i>Total Period Percentage</i>	33.33	33.33	33.33		

Detailed Budget Narrative

Salaries plus Benefits	12.86 FTEs: Direct service: 5.5 FTE case managers, 1.0 Landlord Outreach Specialist. Admin: 6.36 FTEs: Program Manager and Coordinator, Support Specialist, Training Position, Data Quality Controller, Accounting Manager, 2 Accounting Assistants, Grants and Contracts Manager, Housing Director, CFO, HR Manager/Sr Accountant, IT Support. Fringe rate is 22%.
General Op Expenses	Audit, insurance, travel/mileage inside Travis County, IT Hardware and Software, HMIS user licenses and Advanced Reporting Tool (ART) viewer and Ad Hoc licenses, supplies, utilities, maintenance and repairs, printing, payroll processing fees, janitorial, security, pest control, printing, reproduction, telephone/internet and overhead expenses.
Program Subcontractors	17.12 FTE Case Managers, in general \$5,000 per FTE GOE, travel inside of Austin/Travis County, HMIS user and ART viewer licenses. Others include supervisory time, local travel, audit, insurance, and other overhead expenses.
Staff Travel	
Conferences	For lead agency to attend Texas Homeless Network conference, HMIS and ART training, or other conference/training directly related to the program.
Food and Beverage	
Financial Assistance	Rent, mortgage and utility assistance past due and current, deposits, etc.
Other Assistance	Household, furniture, ID, medical, moving, application fees, basic household necessities, food, transportation, employment, small home repairs, moving costs, and other types of assistance as needed.
Capital Outlay	

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Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

AIDS Services of Austin

<i>Unduplicated Count</i>	84	84	84	183
<i>Amount</i>	\$49,082.00	\$49,082.00	\$49,082.00	\$147,246.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Any Baby Can

<i>Unduplicated Count</i>	812	812	812	1770
<i>Amount</i>	\$98,225.00	\$98,225.00	\$98,225.00	\$294,675.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Arc of the Capital Area

Unduplicated Count	311	311	311	678
Amount	\$72,440.00	\$72,440.00	\$72,440.00	\$217,320.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Catholic Charities of Central Texas

<i>Unduplicated Count</i>	303	303	303	660
<i>Amount</i>	\$118,803.00	\$118,803.00	\$118,803.00	\$356,409.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Family Eldercare

<i>Unduplicated Count</i>	303	303	303	660
<i>Amount</i>	\$62,512.00	\$62,512.00	\$62,512.00	\$187,536.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Foundation for the Homeless

Unduplicated Count	325	325	325	708
Amount	\$60,448.00	\$60,448.00	\$60,448.00	\$181,344.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Front Steps

<i>Unduplicated Count</i>	264	264	264	576
<i>Amount</i>	\$94,113.00	\$94,113.00	\$94,113.00	\$282,339.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Goodwill Industries of Central Texas

<i>Unduplicated Count</i>	344	344	344	750
<i>Amount</i>	\$96,068.00	\$96,068.00	\$96,068.00	\$288,204.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

Meals on Wheels and More

<i>Unduplicated Count</i>	190	190	190	414
<i>Amount</i>	\$53,512.00	\$53,512.00	\$53,512.00	\$160,536.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

SafePlace

<i>Unduplicated Count</i>	208	208	208	453
<i>Amount</i>	\$70,840.00	\$70,840.00	\$70,840.00	\$212,520.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Salvation Army

<i>Unduplicated Count</i>	334	334	334	334
<i>Amount</i>	\$0.00	\$0.00	\$0.00	\$0.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses. TSA only requests direct client assistance

Program Subcontractors

	<i>Period</i>			<i>Contract Term</i>
	<i>1</i>	<i>2</i>	<i>3</i>	
<i>Start Date</i>	10/1/2015	10/1/2016	10/1/2017	9/1/2015
<i>End Date</i>	9/30/2016	9/30/2017	9/30/2018	9/30/2018

Subcontractor's Information**Name**

The Wright House Wellness Center

<i>Unduplicated Count</i>	223	223	223	486
<i>Amount</i>	\$48,658.00	\$48,658.00	\$48,658.00	\$145,974.00

Length of Term*Start Date* 10/1/2015*End Date* 9/30/2018**Services to be subcontracted**

Case management, general operating expenses

**City of Austin, Texas
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE
NON-DISCRIMINATION CERTIFICATION**

**City of Austin, Texas
Human Rights Commission**

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:
Chapter 5-4. Discrimination in Employment by City Contractors.

Sec. 4-2 Discriminatory Employment Practices Prohibited. As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

- (B) (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

**City of Austin
Minimum Standard Non-Discrimination in Employment Policy:**

As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.

The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.

Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for

addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.

Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

Sanctions:

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

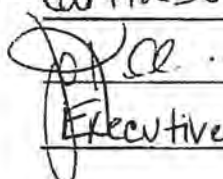
Term:

The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 4th day of June, 2015

CONTRACTOR
Authorized
Signature

Title

Caritas of Austin

Executive Director

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) REPORTING REQUIREMENTS

Organizations receiving funding from the City of Austin for homelessness prevention and homeless intervention services are required to utilize the local Homeless Management Information System (HMIS) to track and report client information for individuals who are at risk of homelessness or who are homeless. A high level of data quality is required. The Ending Community Homelessness Coalition (ECHO) currently serves as the local HMIS administrator.

Requirements Include:

- All settings for client records will be in accordance with HMIS policy in order to reduce duplication of records and improve service coordination
- HMIS user licenses must be purchased for staff entering data into City-funded programs (may use City funds for licenses)
- Organizations must have an ECHO HMIS Memorandum of Understanding
- Data quality report(s) submitted monthly with a rating of "Excellent" or "Acceptable"
- Participation in Annual Point-in-Time Count, Annual Homeless Assessment Report (AHAR), and other required HUD reporting
- Participation in the required annual training for each licensed user as well as attendance at required City-sponsored training(s) regarding HMIS and CTK ODM System

Periodic reporting to the City will include levels of compliance with all requirements listed above as well as any feedback regarding the HMIS system.

If data quality reports fall below minimum standards, payments may be withheld until reports improve to "Excellent" or "Acceptable" ratings.

These requirements also pertain to all Subcontractors serving people who are homeless under this agreement.

Mid-Month Reimbursement Option for Direct Financial Assistance

Background

Best Single Source Plus (BSS+) is a large collaboration program with thirteen partnering agencies. One of the primary services offered to program participants is direct financial assistance for rent, utilities, mortgage, utility arrears, rental/mortgage arrears, moving costs, motel stays and other financial supports for preventing homelessness and rapidly re-housing individuals and families who have fallen into homelessness.

The City of Austin's HHSD awarded a 37-month contract to Caritas for BSS+ Collaboration with an annual budget of \$3,330,907, and a total budget of \$9,992,721. Of the annual budget, \$1,834,814 (or 55%) is allotted for direct financial assistance. Caritas is the lead fiscal and administrative agent for the BSS+ Collaboration and is solely responsible for issuing checks totaling hundreds of thousands of dollars every month. Caritas has requested an option for faster reimbursement of the large amount of direct financial assistance expended each month. HHSD has agreed to pilot a mid-month reimbursement option for direct financial assistance expenditures for the BSS+ Collaboration program.

Process

The following process is patterned after the existing monthly payment request process for HHSD's social service contracts, found in Amendment No. 4 of Caritas' BSS+ contract. The following process does not replace any existing procedures; instead, this mid-month process is in addition to current procedures for monthly payment requests.

All direct financial assistance checks issued on behalf of participants enrolled in the BSS+ Collaboration program dated the 1st of the month through the 20th of the month are eligible for inclusion in a mid-month reimbursement request. **Only direct financial assistance expenditures are eligible for mid-month reimbursement.** The payment request and expenditure report may be submitted to the City's Contract Manager beginning the 21st of the month and no later than the final day of that same month. Payment to the Contractor shall be due thirty (30) calendar days following receipt by City's Contract Manager of Contractor's fully and accurately completed "Payment Request" and "Expenditure Report", using the forms shown at <https://www.ckodm.com/austin/>. The Contractor shall use the *Mid Month BSS+ Collaboration* program name when creating and submitting forms at <https://www.ckodm.com/austin/>.

Caritas must provide the City with supporting documentation for each mid-month payment request including, but not limited to, a check ledger from Caritas' financial management system. This documentation should be uploaded into the expenditure report, as is currently the practice.

The City retains right of final approval of any supporting documentation submitted before a Payment Request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the Payment Request. The City reserves the right to modify the required supporting documentation from time to time, as needed.

The City reserves the right to cancel this program at any time provided thirty (30) days written notice to Caritas.

**CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS**

The following Supplemental Purchasing Provisions apply to this solicitation:

1. EXPLANATIONS OR CLARIFICATIONS: (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to CityHSRFA2014@austintexas.gov by 4 PM on April 11th, 2014. Questions not submitted to the email address above or after the deadline will not be addressed. Questions and Answers will be available at the following link: <http://austintexas.gov/article/social-services-solicitation>

2. INSURANCE: Insurance is required for this solicitation.

Contractor shall have, and shall require all Subcontractors of every tier providing services under this Contract to have, Standard Insurance meeting the General Requirements as set forth below and sufficient to cover the needs of Contractor and/or Subcontractor pursuant to applicable generally accepted business standards. Depending on services provided by Contractor and/or Subcontractor(s), Supplemental Insurance Requirements or Alternate Insurance Options shall be imposed as follows:

I. General Requirements Applicable to All Contractors' Insurance.

The following requirements (A-J) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

- A. The minimum types and limits of insurance indicated below shall be maintained throughout the duration of the Contract.
- B. Insurance shall be written by companies licensed in the State of Texas with an A.M. Best rating of B+ VII or higher.
- C. Prior to commencing work under this Contract, the required insurance shall be in force as evidenced by a Certificate of Insurance issued by the writing agent or carrier. A copy of the Certificate of Insurance shall be forwarded to the Human Services Administration Unit upon request. Execution of this Contract will not occur until such evidence of insurance has been provided and accepted by the City.
- D. Certificates of Insurance shall include the endorsements outlined below and shall be submitted to the Human Services Administration Unit. The Certificate(s) shall show the City of Austin Contract number and all endorsements by number.
- E. Insurance required under this Contract which names City of Austin as Additional Insured shall be considered primary for all claims.
- F. Insurance limits shown below may be written as primary or structured using primary and excess or umbrella coverage that follows the form of the primary policy.
- G. City shall be entitled, upon its request and without expense, to receive certified copies of policies and endorsements.
- H. City reserves the right to review insurance requirements during any term of the Contract and to require that Contractor make reasonable adjustments when the scope of services has been expanded.
- I. Contractor shall not allow any insurance to be cancelled or lapse during any term of this Contract. Contractor shall not permit the minimum limits of coverage to erode or otherwise be reduced. Contractor shall be responsible for all premiums, deductibles and self-insured retention. All deductibles and self-insured retention shall be shown on the Certificates of Insurance.
- J. Insurance coverages specified in this Contract are not intended and will not be interpreted to limit the responsibility or liability of the Contractor or Subcontractor(s).

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- K. The City will accept endorsements providing equivalent coverage if the insurance carrier does not use the specific endorsements indicated below.

II. Specific Requirements

The following requirements (II.A - II.G, inclusive) apply to the **Contractor and to Subcontractor(s) of every tier** performing services or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following concerning insurance requirements applicable to Contractor and Contractor's Subcontractor(s):

A. Workers' Compensation and Employers' Liability Insurance

1. Coverage shall be consistent with statutory benefits outlined in the Texas Workers' Compensation Act.
2. Employers' Liability limits are
 - \$100,000 bodily injury each accident
 - \$100,000 bodily injury by disease
 - \$500,000 policy limit
3. Policies under this Section shall apply to State of Texas and include the following endorsements in favor of City of Austin:
 - a. Waiver of Subrogation (Form 420304)
 - b. Thirty (30) day Notice of Cancellation (Form 420601)

B. Commercial General Liability Insurance

1. Minimum limits:
 - \$500,000* combined single limit per occurrence for coverage A and B.
 - *Supplemental Insurance Requirement
 - If eldercare, childcare, or housing for clients is provided, the required limits shall be:
 - \$1,000,000 per occurrence
2. The Policy shall contain or be endorsed as follows:
 - a. Blanket Contractual liability for this Contract
 - b. Products and Completed Operations
 - c. Independent Contractor Coverage
3. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
 - a. Waiver of Subrogation (Form CG 2404)
 - b. Thirty (30) day Notice of Cancellation (Form CG 0205)
 - c. City of Austin named as additional insured (Form CG 2010)
4. If care of a child is provided outside the presence of a legal guardian or parent, the Contractor shall provide coverage for sexual abuse and molestation for a minimum limit of \$500,000 per occurrence.
 - The policy shall be endorsed to cover injury to a child while the child is in the care of the Contractor or Subcontractor.

C. Business Automobile Liability Insurance

1. Minimum limits:

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\$500,000 combined single limit per occurrence

- a. If any form of transportation for clients is provided, coverage for all owned, non-owned, and hired vehicles shall be maintained with a combined single limit of \$1,000,000 per occurrence.
2. The Policy shall also include the following endorsements or endorsements providing equivalent coverage in favor of City of Austin:
 - a. Waiver of Subrogation (Form CA 0444)
 - b. Thirty (30) day Notice of Cancellation (Form CA 0244)
 - c. City of Austin named as additional insured (Form CA 2048)

D. Professional Liability Insurance

Coverage shall be provided with a minimum limit of \$1,000,000 per claim to cover negligent acts, errors, or omissions arising out of Professional Services under this Contract.

E. Blanket Crime Policy Insurance

A Blanket Crime Policy **providing coverage for employee dishonesty** shall be required with limits equal to or greater than the sum of all Contract Funds allocated by the City. Acceptance of alternative limits shall be approved by the HHSD Director.

F. Directors and Officers Insurance

Directors and Officers Insurance with a minimum of not less than \$1,000,000 per claim shall be in place for protection from claims arising out of negligent acts, errors or omissions for directors and officers while acting in their capacities as such. If coverage is underwritten on a claims-made basis, the retroactive date shall be coincident with or prior to the date of the Agreement and the certificate of insurance shall state that the coverage is claims made and the retroactive date. The coverage shall be continuous for the duration of the Agreement and for not less than twenty-four (24) months following the end of the Agreement. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the Agreement or evidence of prior acts or an extended reporting period acceptable to the City may be provided. The Contractor shall, on at least an annual basis, provide the City with a certificate of insurance as evidence of such insurance.

G. Property Insurance

If the Contract provides funding for the purchase of property or equipment the Contractor shall provide evidence of all risk property insurance for a value equivalent to the replacement cost of the property or equipment.

- H. Commercial Crime Insurance** for all losses emanating from the handling of checks or cash including but not limited to losses resulting from dishonest or criminal acts, fraud, embezzlement, forgery, misappropriation or loss of funds and errors in the processing or reporting of funds. This policy shall be written for a minimum limit of the sum total dollar amount of City contracts for social services.

- III. Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

3. TERM OF CONTRACT:

- A. The Contract shall be in effect for an initial term of 36 months and may be extended thereafter for up to 3 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

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- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 180 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.
- D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

4. RECYCLED PRODUCTS:

- A. The City prefers that Offerors offer products that contain recycled materials. When a recycled product is offered by the Offeror, the Offeror must state in their Offer the percentage of the product that is recycled and must include a list of the recycled materials that are contained in the product.
- B. The recycled content of paper products offered to the City shall be in accordance with the Federal Environmental Protection Agency's Recycled Product Procurement Guidelines. These guidelines are available at <http://www.epa.gov/cpg/>.

5. INTERLOCAL PURCHASING AGREEMENTS: (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.
- B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

7. OWNERSHIP AND USE OF DELIVERABLES: The City shall own all rights, titles, and interests throughout the world in and to the Deliverables.

- A. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.
- B. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

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- C. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables. The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this Paragraph 36 A., B., and C. shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.

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1. INTRODUCTION

The overall objective for this competitive solicitation is to establish contracts with community-based organizations for services that promote self-sufficiency across the Life Continuum in an amount approximately \$13,815,227 per 12-month period. The contracted services shall target people who are residents of Austin and/or Travis County with gross income at or below 200% of federal poverty guidelines, with exceptions to this eligibility requirement for services designed specifically for homeless individuals and families and services designed specifically for victims of sexual and domestic violence.

To that end, the City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified providers (Applicants) with demonstrated experience in providing social services to children, youth, adults and families, and/or seniors and persons with disabilities with diverse needs along a self-sufficiency continuum. The City requests applications that address social services' self-sufficiency goals across the Life Continuum.

1.1 Self-sufficiency Goals:

- a. Safety Net/Infrastructure Services: Ensure that no person is without such basic necessities as food, clothing, health, shelter, and behavioral health care, or constitutionally-guaranteed legal rights
- b. Transition Out of Poverty: Ensure developmental, educational, employment and other special opportunities for disadvantaged persons to further self-reliance
- c. Problem Prevention: Deter the growth of problem conditions at the individual and community level through education, preventive physical and behavioral health programs, crime prevention and other preventive programs
- d. Universal Support Services: Provide family and societal support services in response to long-term issues such as poverty and new problems created by urbanization and technological advances. These include education, child care, counseling and assistance for the aging, youth, homeless, and unemployed, rehabilitation services and other support rehabilitation services
- e. Enrichment: Encourage personal development and community enrichment through cultural and educational programs

1.2 Life Continuum Categories:

- a. Early Childhood: Represents the critical developmental period from birth through 5 years old. It provides the continuum of care (prevention, intervention, and treatment) that nurtures children to their optimal development in all domains: physical, social, emotional, language, and intellectual. Early childhood services support the evidence that children's development is intertwined with their environments and relationships at home, at school, and in the community, and with the adults in those environments including parents/families, caregivers, teachers, and service providers.
- b. Youth: Focuses on the lives and needs of youth and adolescents, defined as individuals ages 6-21, by addressing areas of opportunity, out of school time, youth enrichment, and healthy development. Through the participation of these programs, youth are given the

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tools to successfully transition through the educational continuum to employment; experience physical and emotional well-being; understand learning and training opportunities; and experience positive growth for themselves and their community.

- c. **Adults and Families:** Focuses on assisting adults and families with meeting their essential needs and improving or maintaining their quality of life by providing basic needs, housing and homeless services, behavioral health, workforce development and other social services.
- d. **Seniors & Persons with Disabilities:** With a rapidly growing number of seniors, defined as individuals of 55 years of age or older, and a significant population of people with disabilities, including both physical and mental disabilities, services to these individuals are intended to help them maintain dignity, independent living, housing stability, and to assist with basic needs.

Contracts entered into under this RFA are anticipated to be for an initial three-year period, beginning October 1, 2015, with three one-year renewal options for a total contract period not to exceed six (6) years. All contracts awarded through this solicitation will require authorization of the Austin City Council. The City Council has directed that final contract decisions be consistent with the goals of the Imagine Austin Comprehensive Plan and other community plans outlined in this solicitation.

2. BACKGROUND

A Focus on Self-Sufficiency Across the Life Continuum

In preparation for this RFA, the City engaged a broad range of stakeholders in community conversations and consulted various local, state, and federal action plans and reports. These efforts highlighted issue areas that promote self-sufficiency across the Life Continuum such as: 1) Basic Needs, 2) Behavioral Health, 3) Child and Youth Services, 4) Homeless Services, and 5) Workforce Development.

The following plans and reports identify significant needs in our community, gaps in services, and/or best practices for strategies that foster and support self-sufficiency for individuals and families. This is a partial list of the documents used and does not include all applicable plans and reports.

- a. *School Readiness Action Plan* (May 2012), UnitedWay
- b. *Priority Outcomes for Child and Youth Well-being*, (2012) Ready by 21 Coalition of Central Texas
- c. *Travis County Community Impact Report* (2012), Travis County HHS & VS
- d. *Hunger and Homelessness Survey* (Dec 2012), The U.S. Conference of Mayors
- e. *CAN Community Dashboard* (2012, 2013), Community Advancement Network
- f. *Permanent Supportive Housing Strategy* (September 2010), City of Austin & CSH
- g. *Home Health Quality Initiative* (April 2013), Centers for Medicare & Medicaid Services
- h. *10 Year Plan to End Homelessness* (2010), Ending Community Homelessness Coalition

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- i. *American Community Survey* (2012), U.S. Census Bureau – and the *Travis County Snapshot from the 2012 American Community Survey*, Travis County HHS & VS
- j. *SAMHSA's National Registry of Evidence-based Programs and Practices* (2013), The Substance Abuse and Mental Health Services Administration
- k. *Austin/Travis County Community Health Assessment* (2012), A/TCHHSD, Travis County HHS & VS, Central Health, St. David's Foundation, Seton Healthcare Family, UTHSC
- l. *Mayor's Mental Health Task Force Final Report* (2005), Austin/Travis County Behavioral Health Planning Partnership
- m. *Embracing an Age Diverse Austin: Mayor's Task Force on Aging Report and Recommendations* (2013), Mayor's Task Force on Aging
- n. *Imagine Austin* (2012), City of Austin

As the community's social and economic environment continues to change, the City will invest in social services that focus on promoting and sustaining self-sufficiency for targeted individuals and families across the Life Continuum.

3. PRINCIPAL OBJECTIVE & GOALS

This RFA establishes an open and competitive process which encourages applications that are client-centered and employ evidence-based, research-based or promising practices that promote self-sufficiency across the Life Continuum. This RFA requires the service strategy/strategies proposed be consistent with one or more of the goals outlined below:

- a. Early Childhood:
 - 1. **READY FAMILIES GOALS:** Parents have a secure attachment to their infants and young children. Parents respond appropriately to their children's cues. Families provide stimulating learning experiences for their children prior to school entry. Families are financially stable.
 - 2. **READY SERVICES: EARLY CHILDHOOD EDUCATION GOALS:** Affordable, accessible early education services are available for all families. Available early education services are culturally relevant, healthful, engaging, rigorous, and are of sufficient quality to measurably impact school readiness outcomes.
 - 3. **READY SERVICES: PREVENTATIVE PRIMARY CARE & MENTAL HEALTH GOALS:** Children and family members are linked to preventative physical and mental health services and treatment as needed. Children with developmental delays are referred to appropriate services.
 - 4. **READY CHILDREN GOALS:** Low-income Travis County children ages 0–5 are happy, healthy and prepared for school success.
(School Readiness Action Plan)
- b. Youth:
 - 1. Children, youth and young adults:

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- i. Are physically healthy
 - ii. Are physically safe
 - iii. Respect diversity and demonstrate empathy and pro-social behaviors
 - iv. Engage in community, school and/or extracurricular activities
 - v. Are aware of, appreciate and demonstrate behaviors of personal and social responsibility
 - vi. Have good mental health and are emotionally resilient
 - vii. Avoid risky behaviors
 - viii. Are academically successful
 - ix. Have awareness and positive attitudes about adult careers
 - x. Graduate from high school college- and/or career-ready and prepared for a Life of learning
 - xi. Successfully complete post-secondary education or training
 - xii. Are productive and equipped to reach financial self-sufficiency
- (Ready by 21)**

c. Adults and Families:

1. Basic Needs: Individuals and families have resources for the most fundamental aspects of daily living such as food, housing, utilities, safety and personal care. Basic needs services are often emergency or short-term services provided during/after a crisis or following a prolonged period of extremely limited resources. Typically these needs must be met before an individual or family has the capacity to transition out of poverty and into self-sufficiency.
2. Homeless & Housing Services: People at risk of becoming homeless, the situational homeless and the chronic homeless will be identified early and receive the assistance they need to maintain and receive appropriate housing (***Ending Community Homeless Coalition - ECHO***). People experiencing homelessness have access to a safe and secure environment where they are offered a variety of services, including case management, safe sleep, mental/physical supports, and resource information to address a variety of needs. Individuals and families who have experienced violence or abuse have access to trauma-informed emergency shelter, transitional and/or other housing and support services to stabilize, heal, and build self-sufficiency.
3. Behavioral Health: Austin/Travis County will be a community that promotes the mental and physical health of its residents and all persons of all cultures and all special populations will have access to prevention, intervention, treatment, and recovery support services of substance use disorders and mental illness (***Behavioral Health Planning Partnership***).
4. Workforce Development: Individuals are connected to jobs with good wages, benefits and career path opportunities to transition out of poverty and promote self-sufficiency. In many cases, for individuals to successfully transition into sustained employment, basic adult education and language acquisition services are required in addition to certifications and skills based instruction. Improve access to high quality adult education, including English as a Second Language, General Education Development, Adult Basic Education, computer literacy, financial literacy and health

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literacy to obtain literacy skills necessary for self-sufficiency (*Literacy Coalition of Central Texas*). Reduce disparities in education, employment and income (*Workforce Solutions Strategic Plan, Overarching Goals*).

d. Seniors & Persons with Disabilities:

1. Seniors:

- i. Provide a continuum of services and supports that help older adults “age in place/community” and avoid premature or unnecessary institutionalization (e.g., hospital, nursing homes, etc.)
- ii. Provide services that focus on the cognitive and mental/behavioral health of older adults such as late-life depression, anxiety, suicide prevention, substance abuse, and dementia.
- iii. Ensure access to meaningful opportunities for recreation and social engagement to avoid isolation, loneliness and depression.
- iv. Support family caregivers with services that promote their self-care, health and effectiveness (e.g., respite care, education, therapeutic counseling).
- v. Provide access to safe and affordable housing that allows older adults to age in place and have access to transportation options.

(Mayor’s Task Force on Aging 2013)

2. Persons with Disabilities:

- i. Provide a continuum of services and supports throughout the person’s Life to remain in community-based settings and avoid institutionalization (e.g., State Supported Living Center, prison, nursing homes, etc.).
- ii. Provide services and resources that support families and caregivers for the Life of the person with a disability (e.g., respite care, education, transitional services, etc.).
- iii. Provide access to affordable housing options that include accessible transportation opportunities to work, healthcare, shopping, education and play.
- iv. Provide opportunities for persons with disabilities to be employed in non-segregated, regular workplaces.
- v. Ensure access to meaningful day activities for adults with disabilities to avoid isolation, depression, and victimization

(Intellectual and Developmental Disabilities Coalition; “Community Integration for People with Disabilities: Key Principles.”)

4. CONNECTION TO IMAGINE AUSTIN

The Applicant shall indicate how the proposed strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements.

The Imagine Austin Comprehensive Plan vision statement states:

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“Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its citizens, and where the necessities of life are affordable and accessible to all.”

Imagine Austin’s core mission statements, as they relate to the City’s social service investments, are as follows:

Austin is Livable: All residents have a variety of urban, suburban, and semi-rural lifestyle choices with access to quality schools, libraries, parks and recreation, health and human services, and other outstanding public facilities and services.

- a. Austin’s diverse population is active and healthy, with access to locally-grown, nourishing foods and affordable healthcare

Austin is Educated: Austin provides everyone with an equal opportunity for the highest quality of education that allows them to fully develop their potential. Networks of community partnerships support our schools and ensure that our children receive the resources and services they need to thrive and learn.

- a. Our school campuses provide safe and stable environments enabling future success
- b. Every child in Austin has the chance to engage with other cultures, communities, and languages, providing pathways for healthy development and the critical thinking skills students need as future citizens of Austin and the world.

Austin is Prosperous: Austin’s prosperity exists because of the overall health, vitality, and sustainability of the city as a whole — including the skills, hard work, and qualities of our citizens, the stewardship of our natural resources, and developing conditions that foster both local businesses and large institutions.

- a. Equitable opportunities are accessible to all through quality education, training, and good jobs

Austin Values and Respects its People: Austin is its people. Our city is home to engaged, compassionate, creative, and independent thinking people, where diversity is a source of strength, and where we have the opportunity to fully participate and fulfill our potential. People across all parts of the city and of ages and income levels live in safe, stable neighborhoods with a variety of affordable and accessible homes with access to healthy food, economic opportunity, healthcare, education, and transportation

<http://assets.austintexas.gov/webiacpfullreduced.pdf>.

5. PROGRAM STRATEGIES & TARGET POPULATION

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The City is intentionally leaving program strategies and target population options open beyond the criteria listed in this section for the areas described above, allowing Applicants to propose solutions to maintain, improve, or promote self-sufficiency throughout the Life Continuum in an effective and successful manner for the target population identified. Applicants are encouraged to incorporate strategies that reflect evidence-based or promising practices and the proposed strategies shall be aligned with the Life Continuum goals outlined in Section 3 of this RFA.

The Applicant shall clearly identify the primary Life Continuum category addressed by their application. Any additional Life Continuum category/categories being addressed shall also be identified. Applicants may propose multiple strategies either within the same application or in separate applications as appropriate for their targeted population(s).

Applicants shall clearly identify the target population(s) they plan to serve. If applicable, Applicants shall describe how they will serve clients who have a criminal history.

The services the City will purchase will include the following characteristics:

- a. Are client-centered with a holistic approach
- b. Serves high-risk clients living at or below 200% of poverty with significant and/or multiple barriers to self-sufficiency and stability
- c. Are Integrated with the community to improve access to supportive services
- d. Links client and services to other City-funded or City-operated services

The Applicant shall also provide data to demonstrate the need for the strategy/strategies being proposed. Data should include but is not limited to:

- a. Target Population demographic/Census data
- b. Target Population unmet need(s)
- c. Applicant's trends in Target Population unmet need(s)
- d. Waiting list information (if applicable)
- e. Data from community databases, such as Homeless Management Information System, showing Target Population unmet need(s) (if applicable)

If the proposed strategies cut across the Life Continuum and or are collaborative/cooperative with other service providers, Applicants shall indicate how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations. For the purposes of this RFA, the terms "collaborative" and "cooperative" are defined below:

- Collaborative: a consortium with a lead agency/fiscal agent and subcontractors
- Cooperative: a consortium with a lead agency working in partnership with one or more other agencies

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Applicants may submit one or more applications as a primary contractor and may choose to participate as a subcontractor or partner in another application.

6. OUTCOMES & OUTPUTS

One or more of the following high-level outcomes designed to demonstrate progress in self-sufficiency through the Life Continuum is required for all applications. Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

All applications shall also include the following high-level output. Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period

7. ELIGIBILITY REQUIREMENTS

The eligibility requirements for this RFA are outlined in Section 0620 – Client Eligibility Requirements. The City requires all awarded agencies to maintain a complete and current record of client eligibility throughout the entire contract period (e.g. client file or electronic record) that includes documentation of the elements listed in Section 0620.

Applicants may propose alternate eligibility criteria from the requirements in Section 0620 for the proposed target population(s). If applicable, Applicants shall clearly define the proposed alternate eligibility criteria.

Applicants shall describe how the City Client Eligibility Requirements (Section 0620) or the proposed alternate eligibility criteria will be documented for the target population(s) identified in the application.

8. FUNDING INFORMATION

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- a. \$13,815,227 is available per 12-month period for all Life Continuum categories for a total three-year amount of \$41,445,681 dependent upon Austin City Council approval.
 - 1. The following funding amounts are available for each Life Continuum category per 12-month period:
 - i. Early Childhood - \$949,416
 - ii. Youth - \$1,961,339
 - iii. Adults and Family - \$7,327,622
 - iv. Seniors and People with Disabilities - \$813,804
 - v. \$2,763,045 is available to be awarded in any Life Continuum category
- b. Applicants shall apply for at least \$50,000 per 12-month period.
- c. It is the City's intent to provide initial three-year contract with three (3) one-year renewal options, for a total contract period not to exceed six (6) years. The initial three-year contract funding period will be October 1, 2015, through September 30, 2018.
- d. The City of Austin reserves the right to adjust the contract amount or scope of work over the contract period based on community needs, applicant's ability to expend funds in a timely manner or any other factor. When the City determines adjustments need to be made, the City will provide at least 90-day notice to the contractor.

9. ELIGIBLE APPLICANTS

- a. Any nonprofit or governmental agency that can legally contract with the City (as verified by the City Purchasing Office).
 - 1. City policy does not permit entering into a contract with an entity that owes taxes to the City.
 - 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- b. Applicants shall be able to meet the City's insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFP.
- c. Applicant's two most recent consecutive audit years:
 - 1. Shall reflect an unqualified and/or unmodified audit opinion
 - 2. Shall not reflect a "Going Concern Uncertainty"
 - 3. Shall not reflect financial management issues unless Applicant can provide evidence that necessary changes have been implemented.
- d. Applicant's Board of Directors shall:
 - 1. Have specific terms delineated by a beginning and ending date
 - 2. Meet in person a minimum of three times per fiscal year
 - 3. Have a process to review program performance, approve budgets, review financial performance and approve audit reports.
- e. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and providing the proposed services to clients.

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All Applicants must submit the following documents in a sealed envelope in the same package as their application:

- a. Completed Application Threshold Checklist (Section 0610)
- b. Current Board of Directors by-laws
- c. Approved Board of Directors minutes during the previous fiscal year reflecting the Board has a documented process that:
 - a. reviews program performance
 - b. approves budgets
 - c. reviews financial performance
 - d. approves audit reports
- d. Copy of the most recently filed 990 or 990 EZ, or Extension to File documentation (no older than FY 2012)
- e. A complete set of audited financial statements which include the auditor's opinion and any management letters, covering the two most recent consecutive audit years

**CITY OF AUSTIN
PURCHASING OFFICE
PROPOSAL PREPARATION INSTRUCTIONS AND EVALUATION FACTORS
SOLICITATION NUMBER: EAD0116**

APPLICATION SUBMISSION REQUIREMENTS

The Applicant must submit its response in two **SEPARATE** sealed envelopes.

ENVELOPE #1 – THRESHOLD REVIEW

This sealed envelope must contain the following:

1. **Application Threshold Checklist – Section 0610**
2. Required Attachments

The envelope should be labeled: THRESHOLD REVIEW CHECKLIST
[NAME OF AGENCY]
[NAME OF PROPOSED PROGRAM]

ENVELOPE #2 – APPLICATION DOCUMENTS

This sealed envelope must contain the following:

1 original and 6 CDs or flash drives each containing all the elements below:

1. Executive Summary
2. Application
3. Attachments

The envelope should be labeled: APPLICATION DOCUMENTS
[NAME OF AGENCY]

BOTH SETS OF ENVELOPES SHOULD BE SHIPPED IN A BOX (OR BOXES) WITH THE SOLICITATION NUMBER **EAD0116 CLEARLY MARKED ON THE OUTSIDE AND IDENTIFY WHICH ENVELOPE IS IN WHICH PACKAGE.**

Executive Summary

The Executive Summary cannot exceed two (2) pages using the Application Format guidelines listed below and must include:

1. A brief description of the Applicant

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2. A brief description of how the application will address the primary self-sufficiency goal and Life Continuum category identified
3. A brief description of any additional self-sufficiency goals and/or Life Continuum categories addressed
4. A brief description of the need of the target population(s) for the strategy/strategies being proposed
5. A brief summary of the proposed program strategy/strategies
6. The amount of funding requested
7. A statement of the Applicant's compliance with all applicable rules and regulations of Federal, State and Local governing entities is required. The Applicant must state compliance with all terms of this Request for Application (RFA).

Application Evaluation

An application must address each item in Parts I, II, & III, outlined below, in order to be considered responsive to the goals of this RFA. Part IV is optional and is not required in order for an application to be considered responsive to the goals of this RFA. A total of 100 points may be awarded to the application in Parts I, II, & III below with an additional 25 bonus points available in Part IV for a potential of 125 total evaluation points. The maximum score per section is noted at the beginning of each section. All responses will be evaluated as to how the proposed program aligns with the goals of this RFA and whether each required response to the evaluation factors has been adequately addressed.

Application Format

The Applicant must use size 12 Times New Roman font. An original Application must be printed double-spaced on single-sided 8½ x 11 inch plain white paper with 1" margins and no Page Scaling. Do not submit booklets, pamphlets, or other bulky items. Do not use covers, card stock, staples, binders, notebooks, or dividers with tabs. Fasten the proposal with binder clips only.

An application cannot exceed **25 (twenty-five) pages**, excluding executive summary, table of contents, signed certifications, budget forms, MOUs, logic models, resumes, job descriptions or other required attachments outlined in the sections below. An **additional 5 (five) pages** is allowed if an application responds to any or all of the items in Part IV of this RFA.

The actual application itself should be organized and labeled using the following

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informational sequence:

Part I – Program Overview and Strategy

Total points: 70

A. Connection to the Self-Sufficiency Goals and Life Continuum Categories

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the primary self-sufficiency goal and Life Continuum category the application addresses.

1. Provide information on how the application meets the primary self-sufficiency goal and Life Continuum category.
 - a. If additional self-sufficiency goals and Life Continuum categories are addressed, Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to identify the secondary self-sufficiency goal(s) and Life Continuum category/categories the application addresses. Applicant must also provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories in Part IV – Bonus Evaluation Points, Section A – Connection to Additional Self-Sufficiency Goal(s) and Life Continuum Category(ies).

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500 – Scope of Work: Section 1 – Introduction, 1.1 & 1.2.

B. Target Population(s) for the Goal(s)

1. Describe the target population(s) that will be served and if this population is similar to or different from your current service population.
 - a. If the target population(s) is similar to your current service population, please provide a description of your experience and success working with this population.
 - b. If the target population(s) is different from your current service population, describe the modifications and new strategies you will implement to serve the new target population(s).
2. Provide data and data source(s) to demonstrate the need of the target population(s) for the strategy/strategies being proposed. Data should include but are not limited to:
 - a. Target population demographic/Census data
 - b. Quantified target population unmet need(s)
 - c. Applicant's trends in target population unmet need(s)
 - d. Waiting list information (if applicable)
 - e. Data from community databases, such as Homeless Management Information System, showing target population unmet need(s) (if applicable)

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3. Describe the strategy/strategies that will be implemented to serve clients with a criminal history.
4. Describe how the Client Eligibility Requirements (Section 0620) will be documented for the target population(s) identified in the application.
 - a. If alternate eligibility criteria are being proposed, define the alternate eligibility criteria and provide justification about why the alternate eligibility criteria are appropriate for the proposed strategy/strategies. Also describe how the alternate eligibility criteria will be documented for the target population(s) identified in the application.
5. Describe how the agency will ensure all four of the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care (<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>) are in place to ensure cultural and language differences are not a barrier to services.
 - a. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
 - b. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
 - c. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
 - d. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

Agencies are encouraged to implement all 15 CLAS Standards listed on the website identified above.

C. Program Strategy to Accomplish the Goals

1. Describe the program strategy/strategies.
2. Describe how the proposed strategy/strategies reflect evidence-based, research-based, or promising practices. Explain the rationale behind the program design. Include which level of evidence the program model falls in, according to the Section 0635 - Defining Evidence Guideline, and how this design meets the specific needs of the target population(s) identified in the application.
 - a. If the program falls in the category of evidence-based or research-based, provide a description of evidence used, including source(s), and method for ensuring program model fidelity. Provide a logic model for innovative approaches.
 - b. If the program falls into the category of “promising practice,” include (a) a logic model as an attachment to the application and (b) a brief plan for evaluation.
3. Describe how the program strategy/strategies align with one or more of the goals outlined in Section 0500 – Scope of Work: Section 3 – Principal Objective and Goals.

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4. Describe how the program strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement and one or more of its core mission statements (Section 0500 – Scope of Work: Section 4 – Connection to Imagine Austin).
5. Describe any barriers and challenges the target population(s) may encounter accessing services and how these barriers and challenges will be mitigated.
6. If the proposed strategy/strategies reach individuals in multiple Life Continuum categories and/or are collaborative/cooperative with other service providers, describe how the proposed strategies will be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative/cooperative will successfully work together to maximize service delivery to the target populations.
7. Describe any barriers and challenges you may encounter implementing the proposed strategy/strategies and how you will overcome them.
8. Describe any subcontractor partnerships funded under this application and informal relationships with service providers not funded under this application. Describe how they are necessary and/or appropriate for the strategy/strategies proposed.
9. Describe the project activities.
10. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Applicants will be required to adhere with the City of Austin Health and Human Services Department Homeless Housing Habitability Standards. Describe how your organization will comply with the requirements outlined in Section 0625 – Homeless Housing Habitability Standards.

D. Performance Measures – Impact on the Goals

Applicants must use Section 0640 – Program Performance Measures and Goals to indicate their specific Output and Outcome Measures.

1. Describe how the Applicant will calculate the required and any other proposed outputs and outcomes.

Output Measures

All applications must include the following high-level outputs:

1. Number of unduplicated clients served per 12-month contract period
2. Number of unduplicated clients served during the initial 36-month contract period

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Additional outputs may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

Outcome Measures

All applications must include one or more of the following high-level outcomes designed to demonstrate progress toward self-sufficiency through the Life Continuum:

1. Percent of households that maintain housing or transition into housing
2. Percent of individuals who maintain or increase income
3. Percent of individuals who make progress toward treatment plan goals
4. Percent of children and youth who progress to the next developmental or academic level
5. Percent of individuals who demonstrate improved life skills and/or knowledge

Additional outcomes may also be proposed which show the connection to primary and secondary Life Continuum category/categories, if applicable.

E. Service Coordination

1. Describe how the Applicant coordinates their services with services being provided by other agencies relevant to the proposed strategy/strategies in order to minimize duplication and maximize client access to services.
2. Describe how the Applicant coordinates with other agencies (i.e. to refer and receive clients, to provide comprehensive services, etc.). If you are not currently coordinating with other agencies, what is your plan for establishing coordination?
3. If applicable, attach any program Memoranda of Understanding (MOU) and explain how this arrangement improves service delivery to clients.
4. Describe how clients will be connected to mainstream resources/public benefits (Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medical Assistance Program, etc.) and/or other City-funded services in order to maximize self-sufficiency.
5. Describe any additional services, not included in this application, which will be provided to the target population and how they will access those services initially and over time.
6. *For Applicants proposing homelessness prevention and/or homeless intervention services:* Describe how your organization has participated in planning for the Coordinated Assessment initiative (<http://austinecho.org/the-solution/coordinated-assessment/> and https://www.onecpd.info/resources/documents/Coordinated%20Assessment_3.20.12.pdf) and how your organization will coordinate and collaborate with this community initiative

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throughout the funding period.

F. Community Planning Activities

1. Describe Applicant's involvement in community planning activities that are specific to the services proposed in this application.
2. Describe Applicant's involvement in any other relevant community planning activities.

G. Overall Evaluation Factors Regarding Applicant

1. Describe the Applicant's experience within the last five (5) years managing relevant local, state, and/or federal contracts and include the contact information of the funder for the contract(s) identified, e.g., Funder Contract Manager's name, title, and phone number.
 - a. The Applicant must describe any relevant City of Austin Health and Human Services Department funding received within the last five (5) years.

Attach all monitoring reports received within the previous 24 months of administering the relevant City of Austin Health and Human Services Department, other local, state, and/or federal contracts.

2. Describe experience within the last five (5) years working with the target populations proposed in this Application.
3. Describe experience within the last five (5) years providing services identical and/or similar to those proposed in this application.

H. Data Management and Program Evaluation

1. Describe past successes and challenges with data management and reporting, including past experience utilizing an electronic data system.
2. Describe how data are used for identifying problems in strategies, service delivery and expenditures, steps to determine corrective actions, and how the Applicant will ensure corrective actions will be effective.
3. If applicable, describe the process used to collect data from collaborations/cooperatives in a timely manner.
4. *For Applicants proposing homelessness prevention and/or homeless intervention services:*

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Applicant will be required to utilize the Local Homeless Management Information System (HMIS) to track and report client information for individuals who are at risk of homelessness or who are homeless. Please explain how your organization will comply with the requirements outlined in Section 0630 – Homeless Management Information System (HMIS) Reporting Requirements.

I. Staffing Plan

1. Describe the overall staffing plan to accomplish activities including project leadership and reporting responsibilities. Provide justification which indicates the staffing plan is appropriate for the proposed strategy/strategies.
2. Using Section 0645 – Program Staff Positions and Time, list the project staff by title and the percentage of each position's time to be spent on the program.
3. Attach resumes or position descriptions for key staff to perform the described services and/or activities.

Part II – Cost Effectiveness

Total points: 20

Applicants are required to submit a budget of at least \$50,000 per 12-month period (a minimum of \$150,000 for the initial 36-month period) and provide the following information to describe the budget necessary to accomplish the proposed strategy/strategies.

The application will be evaluated on how well it addresses **all** of the following:

A. Budget

1. A summary description of the budget justification for the program strategy/strategies is required.
 - a. Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information. All expenses should be identifiable, reasonable, and necessary.
 - b. All subcontractors in this application who will receive City funds must be included in the program budget and the Applicant shall provide separate details for each subcontractor in the Program Subcontractors form located in Section 0650 – Program Budget and Narrative, page 3.
2. Describe the Applicant's fundraising and administrative percentage, calculated from its most recent Form 990. To do so, add the amount in Part IX (Statement of Functional

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Expenses), Line 25, Column C (Management and General Expenses) to the amount in Line 25, Column D (Fundraising Expenses), and divide the sum by Part VIII (Statement of Revenue), Line 12, Column A (Total Revenue), and multiply the result by 100. No other methods may be used to calculate this percentage.

For organizations that filed the short form (IRS Form 990EZ), utilize the long form (IRS Form 990) at <http://www.irs.gov/pub/irs-pdf/f990.pdf> (and instructions <http://www.irs.gov/pub/irs-pdf/i990.pdf>) to determine your fundraising and administrative percentage calculation. Your organization is not required to complete and resubmit the entire long form to the IRS, but must determine the calculation from the long form (IRS Form 990) parts identified above.

B. Cost per Client

1. Describe the average cost per City client served. In the description, detail the calculation used to derive the average cost.
2. If applicable, describe the average cost per client served from all funding sources. In the description, detail the calculation used to derive the average cost.
3. Describe the average cost per client achieving each of the performance measures proposed. In the description, detail the calculation used to derive the average cost.
4. Provide justification which indicates the proposed cost is appropriate for the proposed strategy/strategies.
5. Describe the return on investment/social impact the proposed strategy/strategies will make.

C. Program Funding Summary

1. Using Section 0655 – Program Funding Summary, provide an overview of all funding sources the Applicant will use for the proposed project.

Part III – Local Business Presence

Total points: 10

Local Business Presence: The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the

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important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors.

1. Using Section 0605 – Local Business Presence Identification Form provide the information requested regarding the Applicant and Subcontractor(s), if applicable.

Team's Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local presence of between 1 and 24%	2
No local presence	0

Part IV – Bonus Evaluation Points

Total points: 25

A. Collaborations/Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies)

Maximum 10 points

A maximum of 10 points will be awarded for Applicants who successfully propose a collaborative, as defined in this solicitation, and/or meets additional self-sufficiency goal(s) and/or Life Continuum category/categories. Applicants will be awarded up to the point values indicated below:

- **Collaboration:**
 - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **or**
 - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the proposed collaborative will work together to maximize service delivery to the target populations **and** successfully demonstrate how the application

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meets additional Self-Sufficiency Goal(s) **and/or** Life Continuum category/categories.

OR

- **Connection to Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies):**
 - A maximum of 5 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **or**
 - A maximum of 10 points will be awarded for Applicants who successfully demonstrate how the application meets additional Self-Sufficiency Goal(s) **and** Life Continuum category/categories.

Applicants must use Section 0615 – Connection to Self-Sufficiency Goals and Life Continuum Categories to indicate the secondary self-sufficiency goal(s) and Life Continuum category/categories their application addresses.

1. If applicable, describe how the proposed collaborative will successfully work together to maximize service delivery to the target population(s).
2. If applicable, provide information on how the application meets the additional self-sufficiency goal(s) and/or Life Continuum category/categories.

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction, 1.1 & 1.2.

B. Leveraging

5 points

For purposes of this solicitation, “leveraging” is specifically defined as follows.

- Leveraged funding is a situation where City funding for the proposed program is required by a third-party funder in order to retain the existing third-party program funding and/or obtain new third-party funding. Applicant must either:
 - currently receive third party funding that will no longer be received by the Applicant if it does not receive City funding for the program, or
 - Applicant has received a notice of funding award from a third-party funder that is contingent upon receiving City funding for the proposed program.In other words, leveraged funding is current and/or committed third-party funding that will be rescinded, reduced, or withdrawn if the Applicant does not receive an award for the proposed program through this City solicitation.
- Leveraged funding must be direct funding for the program proposed by the Applicant and not funding for Applicant’s other programs or solely for Applicant’s general operations.

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The following types of funding/donations ARE NOT considered “leveraging” under this solicitation and may not be included for consideration:

- Funding from non-City sources that does not specifically require City funding to be awarded to the Applicant for the proposed program.
- Funding and funding opportunities that are anticipated but for which the Applicant has not received a notice of funding/award.
- Any type of in-kind, non-cash revenue such as time, expertise, or commodities.
- Anticipated “Return on Investment” benefits for the Applicant or for the community as a whole.

For each leverage opportunity, provide the following information:

1. Identify the third party which requires that the Applicant receive City funding for the program in order to be awarded the third-party funds.
2. Provide the name of the grant, award, or program under which the third-party funds are/will be awarded to the Applicant, the term of the third-party funding, and the amount of third-party funding contingent upon receiving City funding under this solicitation.
3. Specify the date(s) during which the third party requires that the Applicant to receive City funding in order to be awarded the third-party funds.
4. Describe the quantified impact on the proposed program if the Applicant does not receive City funding under this solicitation.
5. Provide contract or other documentation that confirms the requirement of City funding in order to receive the third-party funding as an attachment to the application.

C. Healthy Service Environment

Maximum 10 points

A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Applicants will be awarded the point values indicated below for having implemented or agreeing to implement prior to 10/01/15 any or all of the four (4) Healthy Service Environment policies with a maximum award of 10 points for all four (4) policies described below.

- **Tobacco-free Campus (3 points)** - Applicant has established and is enforcing a tobacco-free worksite policy and has developed initiatives and programming that promotes tobacco-free living. A tobacco-free campus policy states:

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- Use of tobacco products of any kind are not permitted on any property owned, leased, or rented by the organization (indoors and outdoors). This also includes parking areas and company cars. The policy applies to all employees, subcontractors, temporary workers and visitors.
 - **Mother-Friendly Workplace (3 points)** - Applicant actively promotes and supports breastfeeding by employees and maintains a written worksite lactation support policy that is regularly communicated to employees. The policy includes:
 - employer provides work schedule flexibility, including scheduling breaks and work patterns to provide time for expression of milk;
 - the provision of accessible locations allowing privacy;
 - access nearby to a clean, safe water source and a sink for washing hands and rinsing out any needed breast-pumping equipment; and
 - access to hygienic storage alternatives in the workplace for the mother's breast milk (may include the allowance of personal coolers onsite).
 - **Employee Wellness Initiative (3 points)** - The Applicant has a comprehensive Employee Wellness Initiative in place that promotes nutrition, physical activity, tobacco-free living, and the mental health of employees. The initiative encompasses healthy changes to the physical worksite environment as well as formal, written health promotion policies, programs or benefits impacting all employees. The initiative is promoted through educational and issue awareness efforts by the Applicant, signage and a supportive company culture, championed by leadership.
 - **Violence Prevention Policy (1 point)** - The Applicant is committed to providing a safe environment for working and conducting business. The Applicant will not tolerate or ignore behaviors that are threatening or violent in nature. The Applicant has a procedure to provide guidance for identifying and reporting threats and workplace violence.
1. If applicable, describe how the Applicant has implemented one or more of the Healthy Service Environment policies outlined above. Include the approved and signed policy/policies as an attachment to the application.
 2. If applicable, describe how the Applicant plans to implement one or more of the Healthy Service Environment policies outlined above. Include the key personnel, by position name only, responsible for ensuring implementation. Also, describe any technical assistance which will be provided to assist the Applicant to implement the selected policy/policies.

Technical assistance is available from the City of Austin Health and Human Services Department Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760.

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Additional Information:

Proposal Acceptance Period: All applications shall be valid until award, negotiation, and execution of contracts as directed by Austin City Council.

Proprietary Information: All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

Authorized Negotiator: Include name, address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

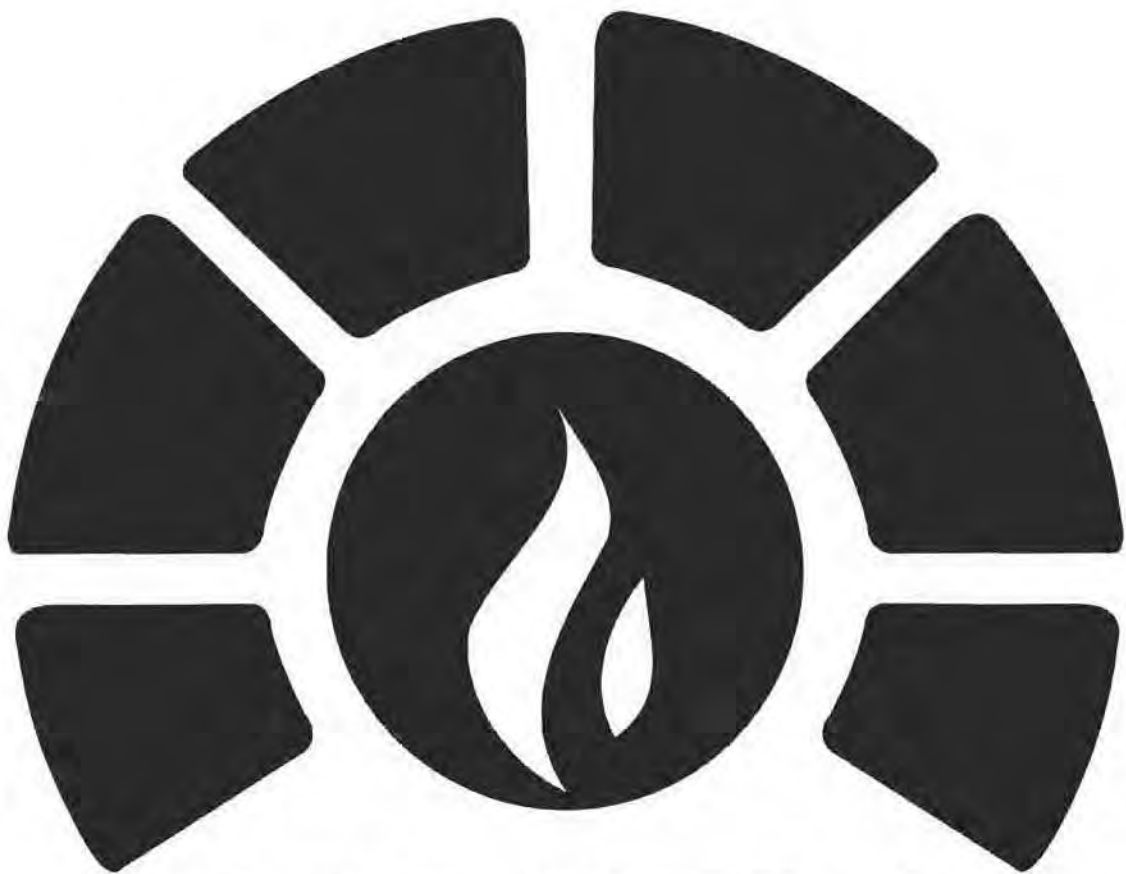
Exceptions: Please be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the application.

Application Preparation Costs: All costs directly or indirectly related to preparation of a response to the RFA or any oral presentation required to supplement and/or clarify an application which may be required by the City shall be the sole responsibility of the Applicant.

Best Single Source Plus (BSS+)

Section 0605

Local Business Presence



CARITAS

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	Caritas of Austin						
Physical Address	611 Neches Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Any Baby Can						
Physical Address	1121 East 7th Street, Austin, Texas 78702						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Arc of the Capital Area						
Physical Address	2818 San Gabriel, Austin, Texas 78705						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	Caritas of Austin						
Physical Address	611 Neches Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	AIDS Services of Austin						
Physical Address	7215 Cameron Road, Austin, Texas 78752						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Catholic Charities of Central Texas						
Physical Address	1625 Rutherford Lane, Austin, Texas 78754						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	Caritas of Austin						
Physical Address	611 Neches Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Family Eldercare						
Physical Address	1700 Rutherford Lane, Austin, Texas 787564						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Foundation for the Homeless						
Physical Address	5202 Balcones Drive, Austin, Texas 78731						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

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USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	Caritas of Austin						
Physical Address	611 Neches Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Front Steps						
Physical Address	500 East 7th Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Goodwill Industries of Central Texas						
Physical Address	1015 Norwood Park Boulevard, Austin, Texas 78753						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

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USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	Caritas of Austin						
Physical Address	611 Neches Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	Meals on Wheels and More						
Physical Address	3227 East 5th Street, Austin, Texas 78702						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

SUBCONTRACTOR(S):

Name of Local Firm	SafePlace						
Physical Address	PO Box 19454, Austin, Texas 78760						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			Because SafePlace is a domestic violence shelter, they do not publish a physical address.			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes						
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

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USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm	Caritas of Austin						
Physical Address	611 Neches Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

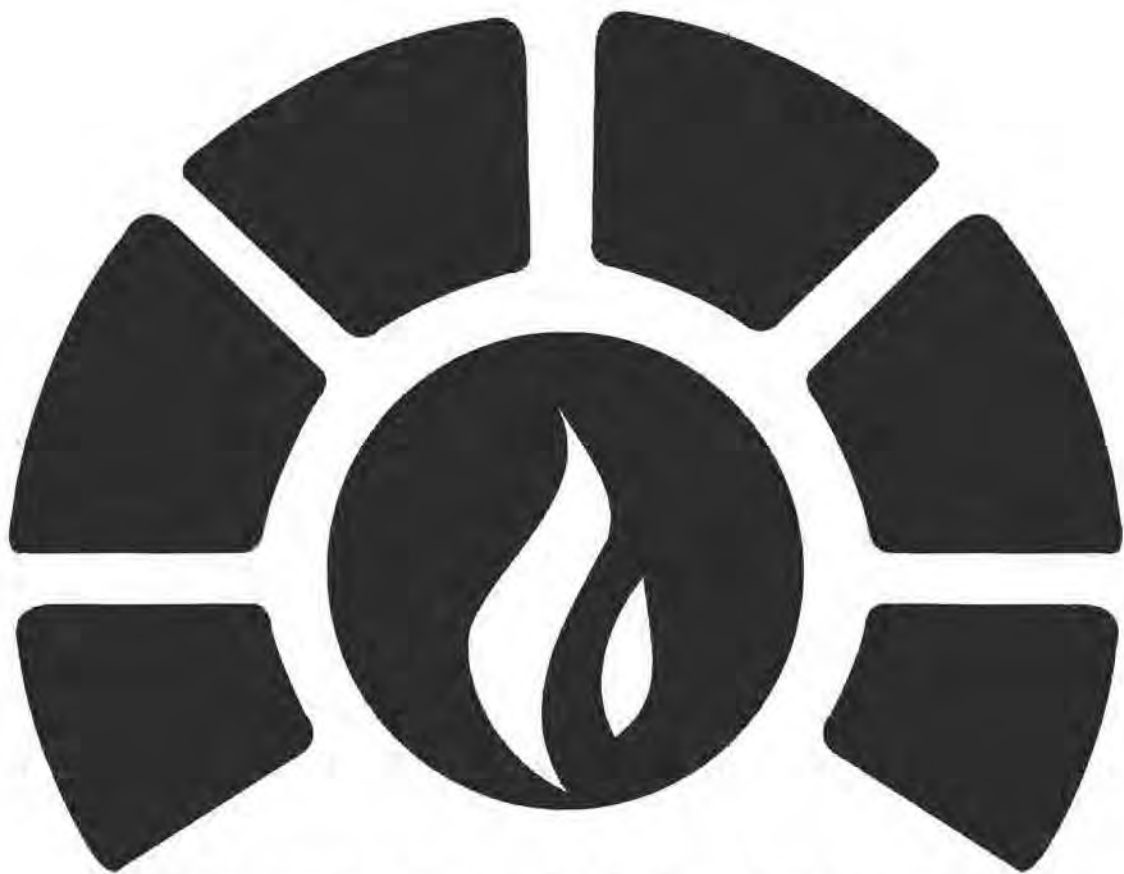
SUBCONTRACTOR(S):

Name of Local Firm	Salvation Army						
Physical Address	501 East 8th Street, Austin, Texas 78701						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes XXX	No

SUBCONTRACTOR(S):

Name of Local Firm	Wright House Wellness Center						
Physical Address	4301-B, North IH 35, Austin, Texas 78722						
Is Firm located in the Corporate City Limits? (circle one)	<input checked="" type="checkbox"/> Yes			No			
In business at this location for past 5 yrs?	<input checked="" type="checkbox"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No XXX

Caritas of Austin
Best Single Source Plus (BSS+)
Executive Summary



CARITAS

Executive Summary

Caritas of Austin (Caritas) was founded in 1964 to help the most vulnerable individuals with basic needs, such as food and shelter. For 50 years, Caritas has been a leader in serving: working poor families, documented refugees, people experiencing recent/chronic homelessness, and other populations at-risk of losing stable housing. Caritas has historically provided safety net services including: food, supportive housing for disabled, and chronically homeless people, homeless prevention and rapid rehousing services. From 2005 to 2012, Caritas served as the lead agency for the Best Single Source (BSS) collaborative. BSS began as a collaboration among 5 of the area's leading nonprofit service providers, trading competition for collaboration to benefit those most in need, and the program grew over time to include 10 partners. BSS expanded into the Best Single Source Plus (BSS+) in April 2012, and Caritas continues as lead agency. Today, the BSS+ collaborative is made up of 13 partner agencies whose target populations span all Life Continuum Categories and who annually serve over 4,000 individuals who are experiencing homelessness or are at risk of experiencing homelessness. With 8 out of 10 BSS+ clients either entering or remaining in stable, safe, affordable housing, BSS+ is a proven, successful housing stability program. BSS+ addresses Safety Net/Infrastructure Services in the Life Continuum Category of Adults and Families by providing households in Austin/Travis County with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs.

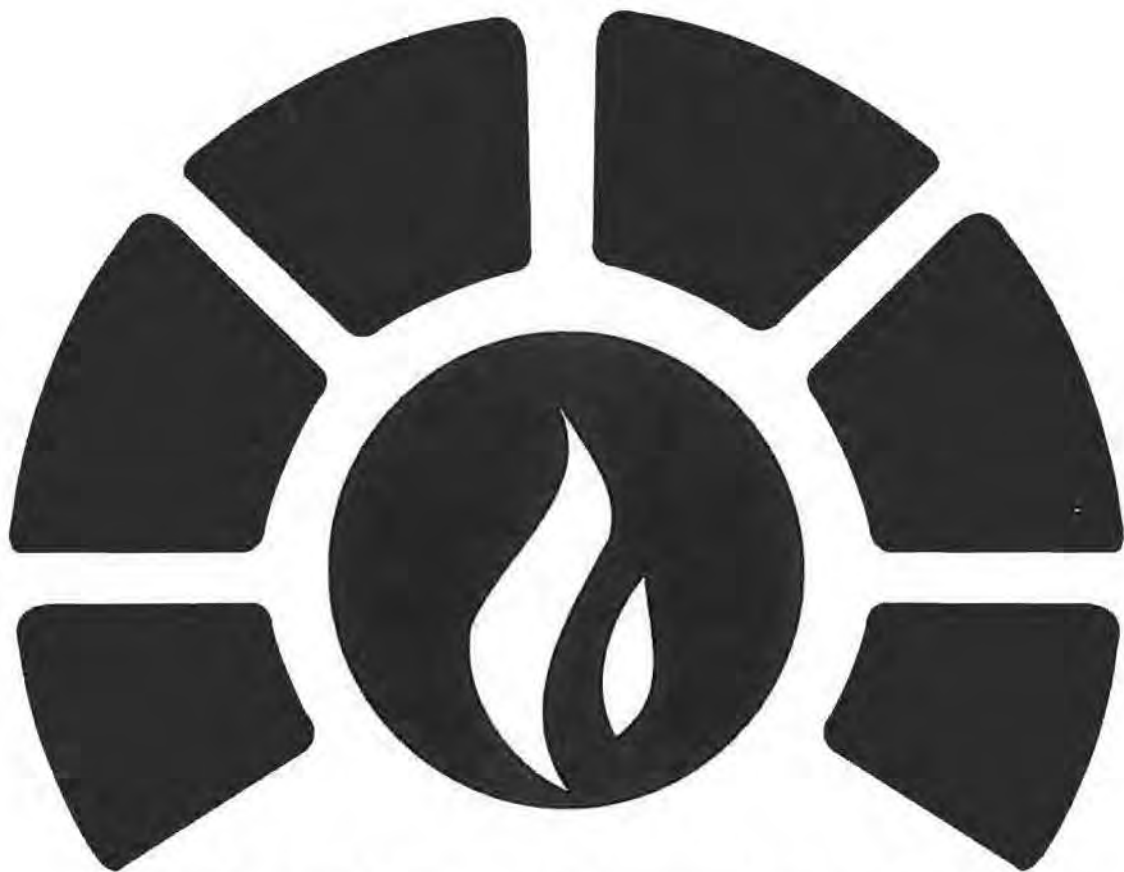
Each member of the BSS+ collaborative serves a unique population ensuring that programming is wide-spread across the community and reaches a diverse population. BSS+ collaborative data 4/1/2012-3/31/14 indicates 5,683 clients were served in all Life Continuum categories; 18% Early Childhood, 31% Youth, 39% Adults, and 12% Seniors, with 29% Disabled across all age groups.

The target population for the BSS+ is individuals/families living in Austin/Travis County at or below 200% of the federal poverty level and who are experiencing a financial crisis that puts their housing at risk or has caused them to experience short-term homelessness. Victims of domestic violence and individuals experiencing homelessness at program entry are exempt from the income and residency eligibility criteria. Clients must be at a point where up to 12 months of case management and limited financial assistance will be sufficient to stabilize their housing. The mission of the BSS+ program is to allow individuals and families to become stable in housing, so that they can regain self-sufficiency and address the underlying issues that lead to their financial crisis. BSS+ provides individuals/families with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. Providing direct financial assistance to achieve housing stability and case management to help clients create a plan to become self-sufficient, BSS+ ensures that clients have access to basic necessities – starting with housing – but extending to food, physical/mental health care, and other supportive services. Each BSS+ partner agency serves a specific target population and brings a particular wealth of knowledge and expertise. Through the provision of one-time or short- to mid-term rent/mortgage/utility assistance, rent/utility deposits, move-in expenses, basic housing necessities, case management, housing location services, and mediation/legal services, the BSS+ partner agencies can expect to keep individuals in a financial crisis housed and to assist homeless individuals and families to become rapidly re-housed.

Amount of funding requested: \$3,360,907.

Compliance statement: Caritas shall comply with all applicable rules/regulations of Federal/State/Local governing entities and will comply with all terms of this RFA.

Caritas of Austin
Best Single Source Plus (BSS+)
Application



CARITAS

Part I – Program Overview and Strategy

A. Connection to the Self-Sufficiency Goals and Life Continuum Categories

1. Primary Self-Sufficiency Goal and Life Continuum Category *see attachment Connection to Self-Sufficiency Goals and Life Continuum categories* Caritas of Austin's Best Single Source Plus (BSS+) proposal addresses Safety Net/Infrastructure Services in the Life Continuum Category of Adults and Families by providing individuals/families in Austin/Travis County with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. By providing case management and financial assistance to achieve housing stability clients can create a plan to become self-sufficient, BSS+ ensures that clients have access to basic necessities – starting with housing – and extending to food, clothing, physical/mental health care, and other supportive services. Each BSS+ partner also serves additional segments of the Life Continuum Categories (see B.1.).

B. Target Population(s) for the Goal(s)

1. Target population(s) that will be served Target population for BSS+ is individuals/families living in Austin/Travis County, at or below 200% federal poverty level and experiencing a financial crisis that puts their housing at risk or caused them to experience short-term homelessness. Clients must be at a point where up to 12 months of case management and limited financial assistance will be sufficient to stabilize their housing. Each of the 13 partner agencies serves a diverse sub-population: **AIDS Services of Austin (ASA)** works with HIV/AIDS clients to stabilize them in housing, provide access to support services, and retain them in medical care. BSS+ will primarily be used to prevent eviction, homelessness and rapidly re-house homeless individuals with HIV/AIDS. **Any Baby Can (ABC)** serves children with special health care needs, developmental delays, and who are in danger of abuse/neglect. Many families served by

ABC are at-risk of losing their jobs and housing due to their child's health care needs and the expenses associated with medical care. BSS+ will help families become stable in housing by providing rent and utilities assistance, while they plan how to manage expenses and gain the education to help them become self-sufficient. **The Arc of the Capital Area (Arc)** provides community-based services that improve the quality of life for individuals with intellectual/developmental disabilities through medical maintenance, money management, housing and living assistance, and community transitions. BSS+ will help families experiencing a financial crisis, primarily due to the challenges of their child's disability, become stable in housing, and regain self-sufficiency. **Caritas of Austin (Caritas)** is the lead and fiscal agent for BSS+. Caritas service areas include: supportive housing for disabled homeless persons, housing stability case management, education, employment, food, and refugee resettlement services. As the largest non-governmental basic needs provider in Austin, Caritas will provide all of the housing stability services outlined in this proposal. **Catholic Charities of Central Texas (CCCTX)** provides emergency services to individuals/families experiencing a crisis as well as assistance accessing mainstream benefits and employment services. BSS+ will be used to help clients become stable in housing or re-gain housing after experiencing short-term homelessness. **Family Eldercare (FEC)** provides services to the elderly and adults with disabilities. Services include: in-home care and caregiver services, guardianship services, money management, geriatric consultation and independent living supports. BSS+ will primarily be used for rent, mortgage, and utilities assistance and small home repairs to help older adults in financial crisis to remain stable in housing. **Foundation for the Homeless (FFH)** mobilizes the resources of faith and community-based organizations to alleviate the suffering of the homeless through emergency shelter, rapid re-housing, and homelessness prevention. FFH will utilize all of the housing

stability services outlined in this proposal to rapidly re-house homeless families and help families remain in stable housing. **Front Steps (FS)** provides a full range of services to support individuals moving from homelessness to affordable long-term housing and operates the Austin Resource Center for the Homeless (ARCH). The ARCH serves as the first point of entry into the homeless service system for many of Austin's adults experiencing homelessness. FS will utilize rent/utility debt and subsidy assistance and application/deposit fees to overcome the challenges incurred as a result of short-term homelessness. **Goodwill Central Texas (GW)** enhances the quality of life for individuals/families by providing job-related services for people facing barriers to employment such as: disabilities, lack of education and employment history, criminal backgrounds and language barriers. Goodwill will utilize an array of BSS+ program services. **Meals on Wheels and More (MOWAM)** delivers nutritious meals and groceries to the elderly, disabled, and homebound. MOWAM additional services include: assistance for clients with Alzheimer's disease, congregate meals for seniors, and home repair/safety services. Serving older adults/individuals with disabilities on fixed-incomes, MOWAM will primarily utilize BSS+ to help its clients remain stable in housing. **SafePlace (SP)** is the leading provider of residential and non-residential services to youth/adult survivors of sexual/domestic violence, many of whom have experienced poverty and homelessness. SP provides emergency shelter, hospital and legal advocacy, transitional case management and other support services. SP will utilize the depth of housing stability services offered through BSS+. **The Wright House Wellness Center (WHWC)** provides support, education, and resources for persons living with HIV/AIDS, cancer, and/or Hepatitis C. WHWC serves populations at greatest risk of contracting sexually transmitted diseases and those who do not seek timely medical care – oftentimes minorities, recreational drug users and lower-income individuals and families. Under BSS+,

WHWC will utilize the array of housing stability services offered. **The Salvation Army (TSA)** provides services to homeless and low-income individuals/families including, permanent supportive housing for persons with disabilities, emergency shelter, disaster relief, rapid re-housing, and homelessness prevention services. BSS+ will be used to help clients become stable in housing, or re-gain housing after short-term homelessness. Services proposed under BSS+ will assist clients at each of the participating agencies – each of whom serve different segments across all Life Continuum Categories – to secure stable housing. While each of the BSS+ partner agencies have identified specific housing supports they anticipate utilizing, they will not be restricted in the homelessness prevention and rapid re-housing services provided to their clients.

2. Data to demonstrate the need of the target populations for the strategies being proposed

BSS+ focuses on ameliorating families' housing stability problems most often caused by poverty-related and unstable housing-related issues. **Poverty Data** – In 2012, about 18% of Travis County residents lived at or below 100% of the poverty threshold and almost 36% lived at or below 200% of the poverty threshold. (US Census Bureau, 2012 American Community Survey). While the overall cost of living has risen in Travis County, household income remains flat. The difference in household income in Travis County from 2008 – 2012 was not statistically significant. However, the cost of goods & services rose by 7% and the cost of food rose by 11%. (US Department of Labor, CPI, Dec. 2013). Flat wages coupled with rising costs place significant stress on families' housing stability particularly in low-income households. **Housing Data** – Each day, approximately 110 people move to Austin (Austin Business Journal, 02/14) and according to the Real Estate Center at Texas A&M, February 2014, occupancy rates stood at 96%. Because of such rapid growth, property owners can charge a premium for housing and many residents are priced out of the housing market. High rates of poverty, flat wages, increased

cost of goods/ services, and a highly competitive housing market are prime factors in families becoming housing unstable or homeless. BSS+ is designed to help homeless or impoverished households gain housing stability and to address the underlying causes that led to their housing/financial crisis. Homeless Management Information System (HMIS) trend data for BSS+ since April 2012 indicates BSS+ served a total of 5,683 clients of which; 72% had an income of 99% or below the FPL. Clients were most in need of the following financial assistance to help with their housing crisis: 68% rent/mortgage assistance, of which 36% was debt and 29% utility assistance, of which 79% was debt. A majority of the clients are from vulnerable populations such as; 29% disabled individuals, 75% of the seniors served are disabled, 20% domestic violence survivors, 11% living in a shelter/on a shelter waiting list, 17% experiencing homelessness, 83% at risk of homelessness and 49% youth/children under 21 years old.

3. Strategies that will be implemented to serve clients with a criminal history Caritas and its subcontractors serve diverse target populations facing similar barriers that impede access to stable housing such as: loss of income, medical/housing debt, bad/limited credit history, substance abuse, mental/physical health concerns, legal issues and criminal history. BSS+ partners maintain relationships with criminal justice stakeholders including the Austin/Travis County Re-entry Roundtable and Downtown Austin Community Court to ensure that resources are accessible to those with a criminal history. BSS+ Landlord Outreach Specialists (LOS) serve the collaborative by linking clients to housing and develop strategic partnerships with housing organizations, property managers and landlords to increase availability of housing units for the homeless and near homeless. They educate property owners/landlords with regard to housing barriers including criminal history. Through education, landlords gain an understanding that providing housing stability and case management services are critical components to helping

individuals become self-sufficient and reduces recidivism. LOS perform background checks to identify barriers in the housing search and better advocate on behalf of their clients.

Additionally, LOS chair Ending Community Homelessness Coalition's (ECHO) Landlord Housing Specialists Workgroup which meets to discuss the challenges/successes of housing clients in Austin/Travis County, share resources and identify needs.

4. How the Client Eligibility Requirements will be documented for the target population(s)

Client eligibility requirements & services are collected and stored in paper files and HMIS.

Partners use a standardized file checklist to gather the required documentation and are provided reference material such as: policies and procedures for the change in circumstance, transitional case management, self-declarations and exemptions, % of federal poverty level chart and gross income calculation tool. Common program forms are used including eligibility & enrollment forms used to identify a client's housing status, barriers, residency status, income, levels of need and priority of service. At time of entry, confirmation of violence victimization or current homelessness status exempts clients from income and residency eligibility criteria. Program entry dates are entered after all required documentation is collected and verified. Program expectations are communicated to the household through a signed program agreement at time of intake. In addition to City program requirements, a household must meet the eligibility criteria of the individual partner agency that they are applying to and that of the BSS+ eligibility screening and assessment. Households can only be enrolled at one partner agency at a time and cannot reapply for services until 12 months after their exit date. Case Managers at each of the partner agencies receive comprehensive training and refreshers on all aspects of service provision and administration of the BSS+ Program. A BSS+ website for partner agencies and monthly Program Manager meetings are utilized to communicate updates, review program

performance, and provide tools. Caritas as lead agency also performs onsite pre-monitoring visits, random file reviews and monthly HMIS data quality reports to ensure consistency, adherence to program eligibility and to identify technical assistance needs.

5. Ensure all four of the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care are in place to ensure cultural and language differences are not a barrier to services

Caritas and the BSS+ partners are committed to delivering services to eligible clients in a manner that removes cultural and language barriers. Caritas has extensive experience in providing culturally sensitive social services in a variety of languages. For more than 35 years, Caritas has operated a refugee resettlement program and resettled over 13,000 refugees, 450 annually. The provision of such a program has allowed staff to gain a comprehensive understanding of different cultural needs, norms and traditions. Diversity and cultural sensitivity trainings are provided to Caritas staff. Many of the staff were born outside the U.S. and are fluent in multiple languages. Caritas has access to many interpreters and translators from the community and provides program information in up to 12 different languages, as needed. Caritas is a resource for translator and interpreter resources and policies for BSS+ partners. Caritas utilizes Limited English Proficiency Policy (LEP), which is designed in accordance with Title VI of the Office of Civil Rights Act. Caritas takes reasonable steps to ensure that persons with LEP have meaningful access and an equal opportunity to participate in services, activities, programs and other benefits. Interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served. Language assistance will be provided through use of competent bilingual staff, interpretation or translation services. Staff with direct contact to LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter. LEP

policy encompasses the majority of the 15 National CLAS Standards.

C. Program Strategy to Accomplish the Goals

1. Program strategies. BSS+ program utilizes multiple overarching strategies to accomplish the primary goal of addressing Safety Net/Infrastructure Services under the Adults and Family Life Continuum Category. The strategies are: **(a) No Wrong Door** – Together, the 13 partner agencies present 13 points of entry for access to housing stability, rapid re-housing and basic needs services. Households fully benefit from the diversity of partners' missions. An example, a single mother with a developmentally delayed child who is currently a client of a BSS+ partner which specializes serving this population may also access the BSS+ program to meet her housing stability needs **(b) Homelessness Prevention and Rapid Re-Housing** – Serving as a safety net entails preventing households from becoming homeless and as a result maximizing the support needed to stabilize them in housing. For clients entering the program as homeless, the strategy is to re-house clients rapidly. People who remain homeless for extended periods of time have increased vulnerability to chronic homelessness, **(c) Comprehensive Case Management** – Comprehensive case management provides an environment of safety and support, assists households to create housing stabilization plans, and connects them to other safety net services – educational opportunities, employment programs, health/mental health services, etc., **(d) Landlord Outreach** – Prioritizing capacity building through landlord outreach, engagement, education and on-going support. Landlord Outreach Specialists' focus on building landlord relationships and educating them on barriers and challenges to housing can lead to increased housing units being offered to BSS+ clients, **(e) Common Comprehensive Eligibility & Enrollment Tools** - The BSS+ Screening and Eligibility tool assesses eligibility and suitability for the program and gathers key data about a client's housing status and barriers to

housing. BSS+ partners use standardized forms that ensure quality client service and consistent data collection, **(f)Data Driven Program Evaluation** Regularly analyzing the HMIS trend data and outcome measures, partners can evaluate the program, client trends and make improvements.

2. How proposed strategies reflect evidence-based, research-based, or promising practices.

BSS+ program strategies are primarily based upon HUD's Homelessness Prevention and Rapid Re-Housing Program (HPRP), a research-based housing intervention model. As described in HUD's 2011 HPRP Year 2 Summary, commonalities between the HPRP and BSS+ model include both a component division between homelessness prevention and rapid re-housing cases and a service model that includes direct housing-related financial assistance, housing location services, landlord outreach services, and a strong foundation of long-term, housing-oriented case management. BSS+ partners recognize that these services significantly reduce homelessness, decrease the re-occurrence of homelessness, and promote housing stability and self-sufficiency for low-income individuals/families. BSS+ program staff stay up-to-date on HPRP publications to ensure the program model reflects HUD's most recent findings/recommendations. HUD data from the 2010 Report to Congress and HPRP Year 2 Summary confirms that "94% of all HPRP program participants, for whom destination at exit was known, exited to a permanent housing destination" in its first year, followed by 87.7% of participants in its second. A 2012 study by the Metropolitan Boston Housing Partnership similarly showed that of household receiving HPRP assistance, "as of December 2011, more than four-fifths (81%) of the families were living independently, with or without a subsidy, in stable housing settings." A 2013 study by the Georgia Department of Community Affairs concluded that households who received HPRP assistance had a homelessness recidivism rate of 18.2%, compared to a 46.7% who did not receive that assistance.

3. Describe how the program strategies align with one or more of the goals outlined in

Section 0500 – Scope of Work: Section 3 – Principal Objective and Goals. Under the Adults and Families Life Continuum Category, the BSS+ program addresses Safety Net/Infrastructure Services in Austin/Travis County with a service delivery system that addresses these principal objective and goals as outlined: **1) Basic Needs:** the case management strategy involves addressing the client's need for food, housing, utilities, safety and personal care, **2) Homeless & Housing Services:** the rapid re-housing strategy recognizes that housing is priority for homeless clients before they can begin to work on a plan for self-sufficiency, **3) Behavioral Health:** a housing stability plan is developed as part of the case management strategy and includes a goal on clients' self-care of physical and mental health, **4) Workforce Development:** increasing income is a client goal within the housing stability plan.

4. How program strategies correspond to Imagine Austin Comprehensive Plan vision

statement and one or more of its core mission statements. The BSS+ program strategies of comprehensive case management and homelessness prevention/rapid re-housing correspond to Imagine Austin's Mission where it cites the need for social equity and an affordable life with access for all. Through case management, the BSS+ program keeps families housed or quickly re-houses them if they become homeless. The landlord outreach strategy aligns with the mission statement on "Austin Values and Respects Its People" as it strives to find affordable and accessible homes in safe, stable neighborhoods for all.

5. Barriers and challenges the target population(s) may encounter accessing services and how these barriers and challenges will be mitigated. Lack of capacity is the most prevalent barrier to accessing BSS+ program services. The demand for services easily outstrips the availability of services. ECHO's Coordinated Assessment plan will help mitigate this as it will

better identify the most vulnerable households with the highest immediate need and refer them to appropriate agencies. BSS+ partners -Caritas, FrontSteps, SafePlace and The Salvation Army- as participants of the Coordinated Assessment system are positioned to help streamline client access for the most in need. A challenge for clients is their availability of time to participate in case management as evidenced by long work hours, family obligations and inefficient public transportation. Solutions in place to mitigate this challenge: 1) free bus passes for clients, 2) home visits, and 3) extended business hours.

6. How will the proposed strategies be implemented to successfully reach individuals in multiple Life Continuum categories and/or how the proposed collaborative will successfully work together to maximize service delivery to the target populations. Collectively BSS+ represents all Life Continuum categories. Strategies will be implemented utilizing a communication and decision-making plan that involves all the partner agencies. Program Managers will meet monthly with the BSS+ Coordinators and Associate Director to review programmatic issues, performance measures, and financial reports. This includes a review of client demographics and service delivery to target populations. Action items will go to scheduled meetings of partner Executive Directors. Items passed are then implemented under the direction of the BSS+ Associate Director with the assistance of BSS+ Coordinators. Training is regularly offered plus resources and tools for implementation are shared on the BSS+ website.

7. Barriers and challenges you may encounter implementing the proposed strategies and how you will overcome them. There are no major barriers to implementing the strategies as proposed. The BSS+ collaborative has been working together successfully since 2005. One strategy that remains a challenge is affordable housing. Due to the housing market, it is not easy to persuade landlords/owners to accept clients with criminal histories, bad rental history, or little

to no income, etc. However, since the increase from one to two Landlord Outreach Specialists, progress has been made with more landlords identified as willing to work with BSS+ clients.

ECHO's support in raising community awareness and outreaching to landlords and Austin City Council passing Resolution 48 is also part of the solution. Landlords can no longer refuse an applicant based on inability to meet the income criteria if the applicant has a housing voucher.

8. Subcontractor partnerships funded under this application and informal relationships

BSS+ is a 13 agency collaboration providing homeless prevention and rapid re-housing services.

Caritas is the lead fiscal agent and there are 12 subcontractors: AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill, Meals on Wheels and More, SafePlace, The Salvation Army, and The Wright House Wellness Center. Each partner is necessary because united they serve clients across all the Life Continuum Categories and offer specialized services to subpopulations. All of the partner agencies use the comprehensive case management practice as the primary strategy. Partners also link clients to Workforce and Education Readiness Continuum (WERC) for employment services, English literacy classes, child care.

9. Describe the project activities.

Screening and Assessment – Clients contact a BSS+ agency and are pre-screened for eligibility.

Intake and Service Recommendation – Clients receive appointments to review eligibility documentation and complete BSS+ intake forms. Clients are accepted into Case Management, offered one-time financial assistance or denied services for not meeting eligibility.

Case Management – Clients meet regularly with a Case Manager to develop and work on a Housing Stability Plan that includes goals for increasing income, self-care and housing.

Basic Needs Assistance – The Case Manager and client identify the needs and provide or link

clients to financial assistance or in-kind services such as food and clothing. Direct client assistance dollars are used for: rent/mortgage/utilities assistance, rental application/deposits, move-in costs, utility deposits, identification documents, and other general housing supports.

Supportive Services –Case Managers link clients to internal and external supportive services as it relates to their individualized Housing Stability Plan and basic needs.

Self-Sufficiency – The Housing Stability Plan is designed for client self-sufficiency. Meeting the goals of the Housing Stability Plan is the measurement for self-sufficiency.

Program & Fiscal Oversight–As lead fiscal agency, Caritas has key staff to oversee the program: Executive Director, CFO, Housing Director, BSS+ Associate Director, and BSS+ Coordinators. Staff monitors partner eligibility, expenditures, generates financial and program reports, while ensuring that clients don't receive duplicate services and client spending limits are met.

Reporting and Auditing–Caritas' annual financial audit is conducted by an independent auditing firm, lead agency performs monitoring visits of partners and monthly HMIS data quality.

10. Adherence to the City of Austin Health and Human Services Department Homeless

Housing Habitability Standards. The BSS+ Landlord Outreach Specialists complete a thorough inspection of each unit where individuals/families are to be housed using a property inspection worksheet consistent with the City of Austin Health and Human Services Department Homeless Housing Habitability Standards. If standards are not met, LOS complete a work order with the client and submit to the landlord for repair prior to move-in.

D. Performance Measures – Impact on the Goals

1. How the Applicant will calculate the required and other proposed outputs and outcomes

See attachment: Outputs and Outcome Measures. Outputs and Outcome Measures are calculated from household enrollment and exit data gathered at time of program entry and exit. 12 of BBS+

partner agencies enter data into HMIS ServicePoint, while SafePlace, a victim services provider, tracks data separately through Community TechKnowledge Online Data Manager (CTK ODM) due to Federal restrictions prohibiting use of HMIS. Output measures will count both one-time financial assistance and case management households. Outcome measures will only include households receiving case management and have exited from the program in the given contract period. “Households” is defined according to the City’s eligibility requirements. Households “experiencing homelessness” are defined as any household where one or more members are literally homeless at the time of program entry. Households “at-risk of losing housing” are defined as households where no members are literally homeless at the time of program entry. “Maintaining or transitioning into housing” is defined as households who have either maintained or obtained housing while in BSS+ and remain housed at time of program exit. “Housing maintenance or obtainment” is determined by a staff-administered housing assessment at time of program exit that examines a households’ overall housing situation.

E. Service Coordination

1. How Applicant coordinates their services with services being provided by other agencies relevant to the proposed strategies to minimize duplication and maximize client access to services. Coordination of services among the 13 BSS+ partner agencies and other agencies in the community are aligned with the program strategies. Comprehensive case management is the cornerstone of the program strategies, providing clients with intensive assistance designed to facilitate self-sufficiency while attaining housing stability. BSS+ agencies utilize a common eligibility and housing assessment tool that maximizes client access to services. With this tool, agencies are able to determine if clients are eligible for their respective programs or can access services from another agency better suited to serve their needs. Caritas’ participation in

Coordinated Assessment along with other local nonprofits is a community effort that allows Assessment Specialists to assess clients equally and to match them according to need and vulnerability. Data-driven program evaluation can be conducted in part due to the client database partner agencies utilize – HMIS. Data gathered includes client demographics, clients served and outcome measures such as client housing stability statistics. To minimize duplication of services, clients cannot access financial assistance from more than one BSS+ partner agency at one time and they can only receive services once every 12 months. This is verified using program entry/exit data from HMIS. Two LOS are dedicated to locating and securing housing for all BSS+ partner clients. This maximizes the clients' opportunities for housing, minimizes the need for each agency to search for housing independently and provides an invaluable resource – a shared landlord database. Caritas collaborates with community agencies and nonprofits focused on homelessness prevention and rapid re-housing through its involvement with ECHO and the community planning activities listed in Part I.F of this application.

2. Coordination with other agencies Caritas works closely with BSS+ partners, WERC agencies and innumerable community agencies. In coordination with BSS+ partners, Caritas addresses Safety Net/Infrastructure services with comprehensive case management at a central location. BSS+ Case Managers refer clients to other partners, if another partner's services are designed to better serve those clients (for example, senior adults might be referred to Family Eldercare because they specialize in services for the elderly.) Through agency ROIs (Release of Information) and the ROI for HMIS, Case Managers can share information on clients that is relevant to coordinating services for an individual/family. In the case of Austin Energy, clients sign an Austin Energy ROI. Then BSS+ Case Managers can call their assigned contacts at Austin Energy to verify clients' utility bills/debt, and get information on low-income discount

programs and consumer payment plans. Case Managers can enroll clients in Austin Energy's CAP (Client Assistance Program) and can refer clients to Plus 1 Agencies (funded by Austin Energy to provide utility financial assistance). Outreach programs such as those at Central Presbyterian Church (CPC) and Garza High School provide opportunities to receive clients in their environment, on a walk-in basis. Coordinated Assessment gathers information that can be shared with community partners, reducing the data collection burden and minimizes the number of times clients have to recount their crisis. HMIS will also generate appropriate referrals. The agreement with WERC expands resources for clients and allows for a "warm hand-off" if clients need to be referred to WERC. There is also a system in place to alert Case Managers if clients are attempting to access financial assistance from both BSS+ and WERC.

3. Memoranda of Understanding (MOU) and explain how this arrangement improves service delivery to clients *See attachment: MOUs and Letters of Intent* The MOU with WERC reduces duplication of services and expands resources as agencies refer clients to each other, exchange information and coordinate services. WERC prepares clients to enter or re-enter the job market and BSS+ helps clients stabilize housing, with the ultimate goal of self-sufficiency. An MOU with CPC allows a part-time social worker to do community outreach at the church, providing short-term case work, crisis intervention and information and referral to people who go to the church for assistance but are typically not accessing Caritas services at the main office. The attached Letters of Intent & current MOUs for BSS+ partners outline the partners' primary responsibility to comprehensively address client needs in order to ensure efficient and effective service delivery. Agreement with Austin ISD improves service delivery to families of children at Garza High School, an alternative school for children behind on the path to graduation that is based on credit by proficiency and removes traditional barriers to success.

4. How clients will be connected to mainstream resources/public benefits and/or other City-funded services in order to maximize self-sufficiency. Clients work with Case Managers to develop housing stability plans that include self-sufficiency goals. Goals are centered on housing, income and self-care. As part of increasing income, the plan can include applying for government benefits such as TANF (Temporary Assistance to Needy Families), SNAP (Supplemental Nutrition Assistance Program), Medicaid and SSI/SSDI. Case Managers help clients enroll on-line at YourTexasBenefits or refer them to the Capital Area Food Bank's Social Services Outreach staff trained in benefits enrollment. For SSI/SSDI, clients are referred to local specialists in the field or Case Managers submit SOAR (SSI/SSDI Outreach, Access and Recovery) applications. SOAR is a program initiative of SAMHSA (Substance Abuse and Mental Health Services Administration) through the U.S. Department of Health and Human Services. For utility assistance beyond what is provided through BSS+, clients are connected to Austin Energy's Plus 1 Program partners and to local churches. Caritas and BSS+ partners have been assigned contacts at Austin Energy that help case managers verify clients' utility bills and debts, plus provide information on low-income discount programs and payment plans. Housing location assistance is provided through BSS+ LOS. Case Managers connect clients to other mainstream and City-funded resources through: 1) CTOSH – listserv network of homelessness providers, 2) City of Austin's Neighborhood Housing and Community Development – through community planning activities and via their website resources for low-income residents, 3) HACA – Housing Authority of City of Austin – email notifications and contacts who share openings and application information for conventional public housing and Housing Choice Voucher/Section 8 program, 4) 2-1-1 – an information and referral hotline for social services in Texas, 5) ATCIC (Austin/Travis County Integral Care) and OSAR (Outreach, Screening,

Assessment and Referral Centers) – for self-care assistance with mental health and substance abuse issues, 6) WERC – MOU for referring clients to job and literacy assistance through this City-funded continuum, and 7) Community Planning Activities – through the applicant's involvement in the activities listed in Part I.F of this application.

5. Additional services, not included in this application, which will be provided to the target population and how they will access those services initially and over time. If Caritas clients disclose or present a need for help with mental health or substance abuse issues then counseling or treatment will be offered utilizing an internal program Mental Behavioral Health Services (MBHS) a contract funded by the City of Austin. Partnerships with Samaritan Counseling, Linda Valseca, LPC, LCDC and OSAR allow points of access for clients. Clients can also access internal referrals to Employment Specialists, education classes, food and Community Advocates. BSS+ partners collectively provide a wide range of services and clients may access additional services offered at any partner agency for which they are deemed eligible. Program services and availability vary by agency. Supportive services may include: case management & crisis intervention, resource referral, money management, bill payee services, in-home caregiver services, employment assistance, community transitions & independent living supports, meal and grocery delivery, hospital and legal advocacy, guardianship, juvenile justice, emergency shelter stays, rapid rehousing and permanent supportive housing. Additionally, each partner agency will utilize their network of referral partners to further meet the household's needs.

6. Participation in planning for the Coordinated Assessment initiative, coordination and collaboration with this community initiative throughout the funding period. Caritas is a member of ECHO, the lead agency for the Austin/Travis County Continuum of Care. Executive staff, program managers, grants/data collection staff and BSS+ Coordinators participate in

ECHO work/task groups including those planning Coordinated Assessment. Caritas Case Managers and Screening/Assessment Specialists attended training and took part in the 1st Coordinated Assessment pilot in Fall 2013 – testing the intake and SSOM assessment with 45 clients. In April 2014, Caritas participated in the 2nd pilot – testing the intake and VI SPDAT assessment with 40 clients. Throughout the funding period, Caritas will provide feedback to ECHO as it works collaboratively with the pilot agencies: Front Steps, Lifeworks, The Salvation Army, Downtown Austin Community Court (DACC) and SafePlace. The Coordinated Assessment Steering Committee has determined that multiple but limited points of entry with trained Assessment Specialists will work best in Austin/Travis County. Caritas is a proposed point of entry and will serve as such in Phase I (March – September 2014) and/or Phase II (begins October 2014). In addition, three other BSS Plus partners will be a point of entry.

F. Community Planning Activities

1. Involvement in community planning activities that are specific to the services proposed

Caritas is highly involved in community planning activities, too many to mention all:

ECHO (Continuum of Care): homelessness & prevention, coordinated assessment

Disability Rights Texas Board Membership: protection for individuals with disabilities

Austin Energy Consumer Committees: plan discounts and payment plans for low-income

CAN (Community Advancement Network): leverages resources to help the community

Austin/Travis County Reentry Roundtable: advocacy for inmates/former inmates

Downtown Austin Alliance: planning citizen safety, helps the homeless, social services

Rosewood Choice Initiative & Restore Rundberg: planning for East Austin housing

JSC School & Family Work Group: plan to create stable communities for students

Texas Homeless Network: work to support groups who prevent and end homelessness

2. Involvement in any other relevant community planning activities

Keep Austin Housed: AmeriCorps program focuses on housing stability and employment

One Voice Central Texas: health & human services best practices in nonprofit leadership

SAMHS, NAMI, ATCIC, Texas Office of Immigration & Refugee Affairs and Project Access:

sharing and planning around best practices for physical/mental health services

G. Overall Evaluation Factors Regarding Applicant

1. Experience within the last 5 years managing relevant local, state, and/or federal

contracts. *See attachment: Funder Contact Information and Associated Grant Information.* Over

the past 5 years, Caritas administered over \$29 million in federal and local government contracts.

This amount includes over \$8.5 million in City of Austin dollars providing services:

homelessness prevention/rapid re-housing/intensive case management (ARRA-HPRP,

Community Support Program, Best Single Source/Best Single Source Plus); permanent

supportive/transitional housing; mental health/substance abuse counseling/treatment;

resettlement of documented refugees; employment services; food; etc. FEDERAL

CONTRACTS: Over the past 5 fiscal years, Caritas administered \$19.7 million in federal

contracts with average annual expenditure of \$3.9 million. TRAVIS COUNTY CONTRACTS:

Over the past 5 fiscal years, Caritas administered over \$1.28 million in Travis County contracts.

a. Relevant City of Austin Health & Human Services Department funding received within

last five years *See attachment: Funder Contact Information and Associated Grant Information.*

Over the past 5 fiscal years, Caritas administered over \$8.5 million in City of Austin contracts.

2. Experience within the last five (5) years working with the target populations proposed in

this application For 50 years, Caritas has been serving the populations targeted by BSS+:

people experiencing recent homelessness, working poor families, documented refugees, and

other populations at-risk of losing stable housing. Caritas has historically provided safety net services: food; supportive housing for disabled, chronically homeless people; and homelessness prevention/rapid rehousing services. Caritas was the lead agency for BSS since 2005 and the lead for BSS+ since April 2012. Since April 2012, BSS+ has served 7,797 clients. Of those at imminent risk of homelessness, 80% of households remained in stable housing and 77% of households successfully transitioned from homelessness to stable housing.

3. Experience within the last five (5) years providing services identical and/or similar to those proposed in this application Serving the target population since 1964, BSS/BSS+ lead since 2005, Caritas also administered 3 successful HPRP programs that provided homelessness prevention, rapid re-housing, and housing location services to the same clients targeted by BSS+.

H. Data Management and Program Evaluation

1. Past successes/challenges with data management and reporting, including past experience utilizing an electronic data system. As a participant in HMIS since its inception in 1998, Caritas has expanded its HMIS data entry to ensure data quality among programs, including BSS+, SSVF, HUD funded programs, Employment and Refugee Resettlement Programs, and the Food Pantry, to track client outcomes and report program performance. With numerous governmental social service contracts and foundation grants, Caritas has extensive experience in data management and reporting. Collaborative-wide, each of the BSS+ service providers participates in the HMIS through ServicePoint, except for SafePlace who uses a web-based software Online Data Manager (ODM) which is a comparable database to HMIS. As the lead and fiscal agent for BSS+, Caritas is responsible for all program reporting, and training partners on data collection/entry. Caritas consolidates data quarterly and submits to funders. Monthly data quality is performed with the 13 BSS+ agencies to ensure compliance with data entry guidelines.

2. How data is used for identifying problems in strategies, service delivery and expenditures, steps to determine corrective actions, and ensure effective corrective actions

One of the most important strengths of the current BSS+ program has been its program evaluation component. Since the beginning the program has utilized the HMIS and ODM databases to collect and evaluate program data. Since HMIS is a shared database, real-time data about the program and about individual clients specifically is accessible. This has allowed issues regarding program implementation, data entry and tracking, achievement of outputs and outcomes, and general program challenges to be shared efficiently and effectively among program partners. Through ongoing monitoring, monthly and quarterly reporting, and program supervision, Caritas is able to identify if the BSS+ program is meeting its intended benchmarks. When challenges or problems are identified, management and lead partner BSS+ staff meet to problem-solve and make program modifications. The City of Austin is informed of programmatic issues as they arise and is given information on corrective actions— whether these actions include additional outreach, changes in personnel, increased program monitoring, additional program partners, or additional cooperation between this collaborative and others. Monthly meetings between BSS+ Partner Executive Directors also allow for high level discussion of program operations and potential improvements.

3. Process used to collect data from collaborations in a timely manner BSS+ partners are trained on program policies/procedures, utilize common program forms, and enter client information into HMIS or ODM for client enrollment, service provision, and client exit. Partner MOUs outlines expectations and timelines for program implementation and data collection. BSS+ Lead Agency has access to client information from each agency and client data is reviewed whenever a new client is approved for the program and/or financial assistance is

requested. Reviews identify inconsistencies in reporting or missed data, ensuring high quality in data entry and reporting. Monthly summary reports are sent to BSS+ agencies to confirm all client data and services. All BSS+ client data must be entered in HMIS by the last day of the month and data corrections completed by the 7th calendar day of the given month.

4. Compliance with the requirements outlined in the Homeless Management Information System (HMIS) Reporting Requirements including, tracking/reporting client information

Caritas and BSS+ partners are active HMIS participating agency under the direction of ECHO and receive ongoing training. BSS+ partners are required to meet HMIS Data Entry and Reporting Requirements both individually and as part of the BSS+ collaborative. The BSS+ Collaborative Data Completeness Report Card for contract period 4/1/12-3/31/14 is 99.75% or “Excellent” rating. BSS+ proposed budget directly funds 40 HMIS end user licenses, 19 Advanced Reporting Tool (ART) viewer licenses, and 3 ART Ad hoc licenses.

I. Staffing Plan

1. Overall staffing plan to accomplish activities and justification which indicates the staffing plan is appropriate for the proposed strategy/strategies. *See attachment: Program Staff Positions and Time and Position Descriptions.* As lead fiscal agent, Caritas requires the following to fulfill grant obligations: 1) Associate Director of BSS+, BSS+ Program Coordinator, BSS+ Program Support Specialist, and Landlord Outreach Specialist for programmatic support to partners. 2) Accounting Assistant, Accounting Manager, Human Resource Coordinator, Grants Manager, Chief Financial Officer, and Information Technology Specialist for financial and administrative support. 3) Screening/Assessment Specialist and Housing Stability Specialist for case management and direct client assistance. 4) Housing Services Director supervises program support staff and direct service staff. Each BSS+ partner

agency is a subcontractor and has case management staff appropriate to carry out program and contract measures. Only Caritas staff is listed on Section 0645-Pgm Staff Positions & Time.

Partner agency client services staff are included in Section 0650 –Program Budget and Narrative.

Part II – Cost Effectiveness

A. Budget

1. Summary description of the budget justification for the program strategies

See attachment: Program Budget and Narrative for required budget information

2. Fundraising and administrative percentage, calculated from its most recent Form 990

Part IX, Line 25, Column C = \$318,243. Part IX, Line 25, Column D = \$463,041. The sum of these amounts is \$781,284. Part VIII, Line 12, Column A = \$10,308,597. $\$781,284 \text{ divided by } \$10,308,597 = 0.0758$. Caritas of Austin's fundraising and administrative percentage is 7.6%.

B. Cost per Client

1. Average cost per City client served BSS+ will serve 4,270 unduplicated clients annually.

Almost 33% of those will carry over from the 4th quarter to the 1st quarter of the next year. (% of carry-over clients is based on the 33% of BSS+ clients were carried-over from Q4 of FY12 to Q1 of FY13 and Q4 FY13 to Q1 FY14) Calculation: 4,270 clients served per year *times* 33% carry-over clients = 1,391 clients carried over. By subtracting the # of carryover clients from the total # of clients to be served, the difference equals the # of new clients to be served. Calculation: 4,270 total clients *minus* 1,391 carryover clients = 2,879 new clients to be served annually. The average cost to serve a client is approx. \$1,170. Calculation: Total: annual grant amount (\$3,360,907) *divided by* 2,879 new clients to be served = \$1,167 average cost/City client served.

2. Average cost/client served from all funding sources Does not apply to this proposal. We expect approx. \$300,000/year from other sources, but do not have firm commitments at this time.

3. Average cost per client achieving each of the performance measures proposed

Average cost of a new client served is derived by dividing the total amount of financial assistance available by the # of clients to be served. Calculation: \$1,834,814 *divided by* 2,879 clients = \$637 per client. By itself, \$637 per client will not go far in stabilizing a household. However, BSS+ primarily serves families. During the most recent completed fiscal year, the average # of clients per household was 2.5. Therefore, 2.5 clients per household *times* \$637 average financial assistance per client = \$1,593 per household. This amount is the average amount of financial assistance that can be spent per BSS+ household with City direct client assistance.

4. Justification which indicates the proposed cost is appropriate for the proposed strategies

Basing the # of clients served on recent historical data and requesting financial assistance amount based on average historical spending, the request is appropriate for proposed BSS+ strategies.

5. Return on investment/social impact the proposed strategy/strategies will make.

Because BSS+ is solidly based on HPRP evidence-based practices, we expect to see the same return on investment as HPRP programs around the nation. For example, the National Alliance to End Homelessness "Solutions Brief" dated 05/2012 states that rapid rehousing strategies like those proposed: A) Successfully helps families transition out of homelessness; B) Reduces the amount of time families remain homeless; and C) Is cost-effective. For example, in Alameda County, CA, the cost for each successful exit from homelessness to rapid re-housing is \$2,800. In contrast, the cost is \$25,000 for each successful exit from transitional housing and \$10,714 from emergency shelter. A 2012 Chicago Alliance to End Homelessness study of homelessness prevention services, like those in BSS+, kept 89% of their clients from becoming homeless.

C. Program Funding Summary 1. *See attachment: Section Program Funding Summary*

Part III – Local Business Presence 1. *See attachment: Local Business Presence Identification*

Part IV – Bonus Evaluation Points

A. Additional Self-Sufficiency Goal(s) & Life Continuum Category(ies)

1. How the collaborative works successfully together to maximize service delivery to target populations and meets additional self-sufficiency goal(s) and/or Life Continuum categories

BSS+ is a collaboration among 13 of the area's leading nonprofit service providers, trading competition for collaboration to benefit those most in need. Each member of the collaborative serves a unique target population ensuring that BSS+ programming is wide spread across the community and reaches a diverse population. BSS+ Collaborative data April 2012- March 2014 indicates 5,683 unduplicated clients were served in all Life Continuum categories;

18% **Early Childhood** (0-5 yrs. old), 31% **Youth** (6-21yrs. old), 39% **Adults** (22-54yrs. old), 12% **Seniors** (55yrs old +), 29% **Disabled** (all ages).

Listed are the 13 partner agencies diverse target populations and missions: **AIDS Services of Austin (ASA)** enhances the health and well-being of the community and people affected by HIV and AIDS and envisions an empowered community committed to healthier lives, free from stigma, for people affected by HIV and AIDS. **Any Baby Can (ABC)** believes every child deserves a strong family. They serve vulnerable populations including at-risk pregnant women and families, and children with health issues. **The Arc of the Capital Area (Arc)** empowers individuals with intellectual and developmental disabilities and their families through compassionate case management and innovative programs. The Arc provides comprehensive resources for people with intellectual and developmental disabilities and connects individuals and families to education, work, recreation, and lifelong services so they achieve lives of joy and dignity. **Caritas of Austin (Caritas)** provides a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency.

Caritas envisions a community where there is respect for all individuals, hope for those experiencing poverty and opportunities for self-reliance. Caritas serves clients across the life continuum categories. **Catholic Charities of Central Texas (CCCTX)** mission is people of faith serving anyone in need by strengthening families and promoting respect for human dignity and life. Catholic Charities is dedicated to helping people of all ages, faiths, ethnic backgrounds and economic circumstances and works to address the needs of residents in the Diocese of Austin. CCCTX serves clients across the life continuum categories. **Family Eldercare (FEC)** envisions that seniors and adults with disabilities should live in a supportive community with dignity and as much independence as possible. Family Eldercare provides essential services to seniors, adults with disabilities and caregivers. **Foundation for the Homeless (FFH)** envisions a community where every person can have a home - a safe space where they can sleep, play, learn, work and grow in the presence of loved ones. FFH provides shelter, food transportation, and case management to individuals and families. FFH serves clients across the life continuum categories. **Front Steps (FS)** believes that all people deserve the dignity of a safe place to call home and provide a pathway home through shelter, affordable housing and community education. FS provides a continuum of services for ending homelessness. FS serves youth, adults, families, seniors and disabled. **Goodwill Central TX (GW)** empowers people to work and believes that high levels of unemployment among segments of the community is unacceptable, specifically for those with disabilities, lack education, criminal backgrounds, or are facing homelessness. GW serves clients across the life continuum categories. **Meals on Wheels and More (MOWAM)** seeks to nourish and enrich the lives of the homebound and other people in need through programs that promote dignity and independent living. MOWAM provides nutritious meals to homebound older adults and persons with disabilities, and programs

designed to keep people healthy and living in their own homes. **The Wright House Wellness Center (WHWC)** helps people living with or at risk for chronic illnesses make healthier life-style choices, employ complementary/holistic health therapies to delay illness, and contribute back to the community. WHWC provides no- to low-cost support, education and resources for persons living with HIV and Hepatitis C to clients across the life continuum categories. **The Salvation Army (TSA)** meets human needs without discrimination. TSA's services include basic needs, housing, shelter, emergency disaster services, rehabilitation, and youth services to clients across the life continuum categories.

B. Leveraging

- 1. Identify the third party which requires that the Applicant receive City funding for the program in order to be awarded the third-party funds** Leveraging, as defined by the City, does not apply to this proposal. However, the BSS+ partners will contribute more than \$1.6 million /year in direct client assistance, goods, services, and unreimbursed staff time to the BSS+ program. These non-reimbursed contributions translate to 48% of the requested grant amount.
- 2. Grant/award/program under which the third-party funds are/will be awarded to the Applicant, term of the third-party funding, and amount of third-party funding contingent upon receiving City funding under this solicitation** Does not apply to this proposal.
- 3. Specify the date(s) during which the third party requires that the Applicant to receive City funding in order to be awarded the third-party funds** Does not apply to this proposal.
- 4. Describe the quantified impact on the proposed program if the Applicant does not receive City funding under this solicitation** Currently, the City of Austin funds 92% of the BSS+ program. Loss of funding would be catastrophic. Over the proposed 3 year contract period without City funding, 1,900 individuals will remain homeless and 6,767 individuals on the brink

of losing their housing will become homeless. 29.93 FTE from across 13 partner agencies are funded through the proposed City contract to provide housing stability case management services, landlord outreach, and program oversight. Without the City contract 29.93 FTE would lose their jobs, leaving less staff to meet the demands of ending homelessness and to coordinate the increase of affordable housing stock. Leverage for Coordinated Assessment would also be impacted by the loss of the BSS+ Collaborative and housing stability case management. Over the three year contract period the Austin/Travis County area would lose \$5,504,442 in direct client assistance for rapid re-housing and diversion dollars. Austin Energy would lose over \$500,000 annually in revenue from a loss of BSS Plus utility financial assistance. ECHO would receive \$27,240 less in HMIS user licenses and experience a reduction of data collection for approximately 8,637 individuals experiencing homelessness or at-risk of homelessness. Overall, the Austin/Travis County community would become less effective in tracking and meeting the needs of low income households experiencing a housing crisis. The impact is even further increased if the 3 year contract period is extended to 6 total years.

5. Attach contract or other documentation that confirms the requirement of City funding in order to receive the third-party funding. Does not apply to this proposal.

C. Healthy Service Environment

1. Implementation of one or more of the Healthy Service Environment policies including the approved/signed policies as an attachment. Tobacco-free Campus: Caritas's Tobacco-free Campus Policy is called "Non-Smoking Policy" (*see attachment*). However, this policy does not fully meet City of Austin requirements. A fully-compliant policy will be implemented prior to 10/01/15. Mother-Friendly Workplace: Caritas's "Mother-Friendly Workplace Policy" is in the draft stage (*see attachment*). A fully-compliant policy will be implemented prior to 10/01/15.

Employee Wellness Initiative: Caritas currently offers employees a wellness initiative that includes discounted gym membership and a no-cost Employee Assistance Program (EAP). However, these wellness initiatives do not fully meet City of Austin requirements. A fully-compliant policy will be implemented prior to 10/01/15. Violence Prevention Policy: Caritas's Violence Prevention Policy is titled "Safe Workplace Policy" (*see attachment*). This policy meets City of Austin requirements and is in place.

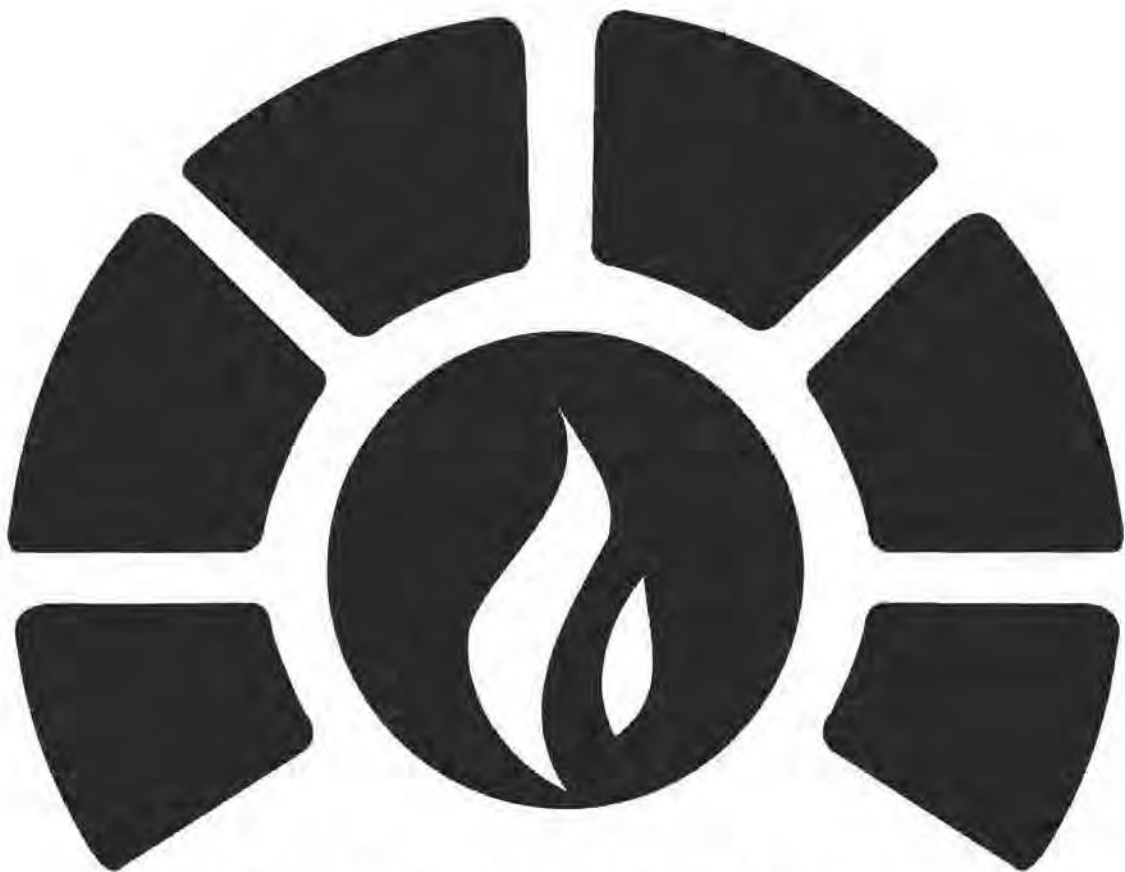
2. Plans to implement one or more of the Healthy Service Environment policies including the key personnel responsible for ensuring implementation and technical assistance which will be provided to assist the Applicant to implement the selected policy/policies. Caritas's Human Resource (HR) Coordinator drafts all personnel and workplace policies. Draft policies are reviewed by agency Department Directors and by the Executive Director. After this approval, the HR Coordinator submits the draft policy to an attorney or to a HR consulting firm for vetting. The approved, vetted policy is signed by the Executive Director and added to the Caritas Employee Handbook. An email notice is sent to staff that the handbook has been updated. The HR Coordinator also reviews new policies at monthly all-staff meetings and staff sign the updated policy(ies). Technical assistance related to Healthy Service Environment policies will be provided by Austin HR, a human resources consulting firm. The HR Coordinator may contact the City of Austin Health and Human Services Department Chronic Disease Prevention/Control Program or an attorney specializing in HR issues for technical assistance.

Additional Information. Authorized Negotiator: Jo Kathryn Quinn-Executive Director, Caritas of Austin, PO Box 1947, Austin, TX 78767 512-646-1252 office/512-466-7080 cell

Best Single Source Plus (BSS+)

Section 0615

Connection to Self-Sufficiency Goals and Life Continuum Categories



CARITAS

Section 0615

Connection to Self-Sufficiency Goals and Life Continuum Categories

Select the primary Self-Sufficiency Goal and Life Continuum Category that your Application narrative will describe. If applicable, select any secondary Self-Sufficiency Goals and Life Continuum Categories included in your Application narrative.

For a detailed description of the Self-Sufficiency Goals and Life Continuum Categories, see Section 0500: Section 1 – Introduction.

<p>Select only one (1) of the following as the primary Self Sufficiency Goal your Application will address:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Safety Net Infrastructure <input type="checkbox"/> Transition Out of Poverty <input type="checkbox"/> Problem Prevention <input type="checkbox"/> Universal Support Services <input type="checkbox"/> Enrichment 	<p>Select only one (1) of the following Life Continuum Categories your application will address based on the primary goal selected:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Early Childhood <input type="checkbox"/> Youth <input checked="" type="checkbox"/> Adults and Families <input type="checkbox"/> Seniors & Persons with Disabilities
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If additional Self-Sufficiency Goals and Life Continuum Categories are addressed by this Application, please identify each goal in the table provided below:

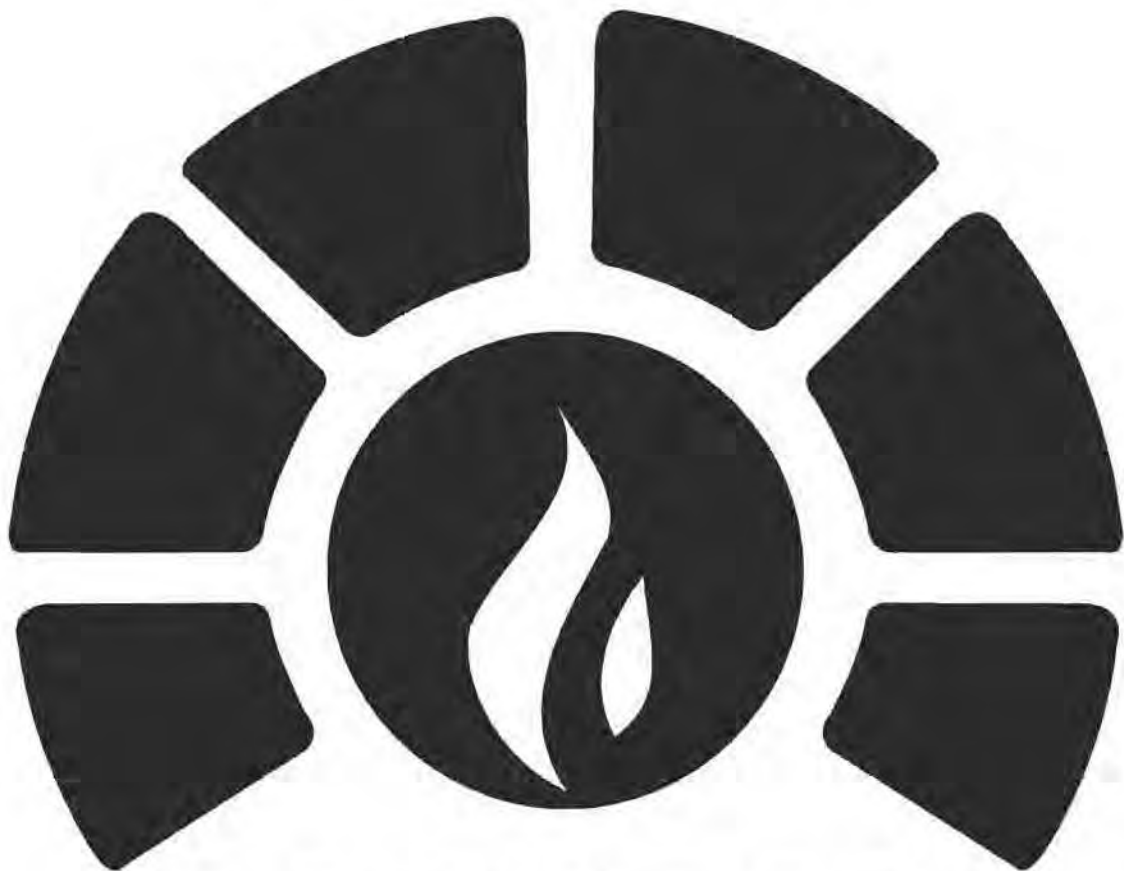
<p>Self-Sufficiency Goals:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Safety Net Infrastructure <input type="checkbox"/> Transition Out of Poverty <input type="checkbox"/> Problem Prevention <input type="checkbox"/> Universal Support Services <input type="checkbox"/> Enrichment 	<p>Life Continuum Categories:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Early Childhood <input checked="" type="checkbox"/> Youth <input type="checkbox"/> Adults and Families <input checked="" type="checkbox"/> Seniors & Persons with Disabilities
--	---

Caritas BSS+

Best Single Source Plus (BSS+)

Section 0640 -

Program Performance Measures and Goals



CARITAS

Section 0640

Program Performance Measures and Goals

OUTPUT MEASURES

Provide proposed goal amounts for your program in the City of Austin column, the All Other Funding Sources column and the TOTAL (City + All Other) column.

<u>OUTPUT # 1 (Required)</u>	<u>City of Austin</u> Annual Goal	<u>All Other</u> <u>Funding Sources</u> Annual Goal	<u>TOTAL</u> (City. + All Other) Annual Goal
Number of unduplicated clients served per 12-month contract period	4270	0	4270

<u>OUTPUT # 2 (Required)</u>	<u>City of Austin</u> Goal	<u>All Other</u> <u>Funding Sources</u> Goal	<u>TOTAL</u> (City + All Other) Goal
Number of unduplicated clients served during the initial 36-month contract period	12810	0	12810

OUTCOME (RESULTS) MEASURES

Replace the blue text in the left column of this section with the actual wording of your measures' numerators, denominators, and outcome rates (by %). Also in the right column's shaded blocks, include the corresponding goal amounts and percentages for each line.

Total Program Performance – OUTCOME # 1 (Required)	Total Program Annual Goal
Number of households at risk of losing housing that maintain housing (numerator)	604
Number of households at risk of losing housing at entry (denominator)	755
Percentage of households at risk of losing housing at entry that maintain housing (outcome rate)	80%

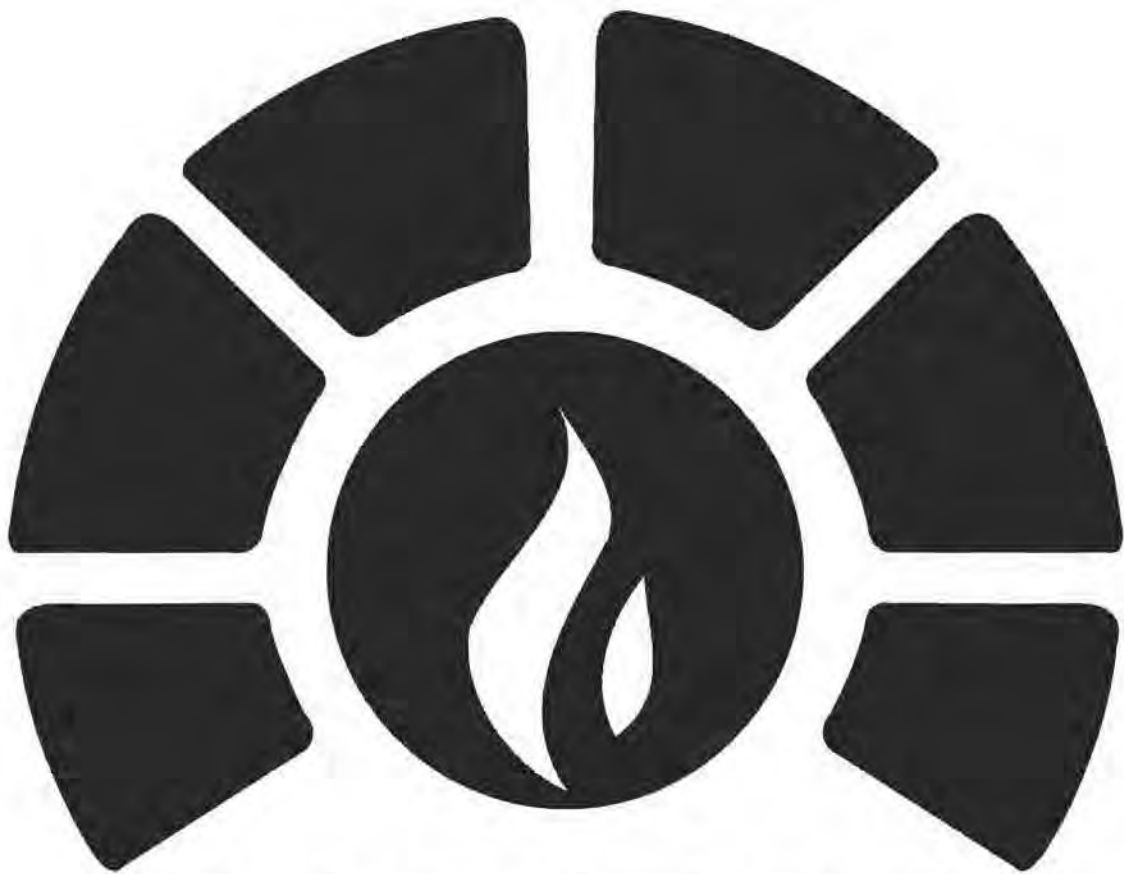
Total Program Performance – OUTCOME # 2 (Proposed)	Total Program Annual Goal
Number of households that transition from homelessness into housing (numerator)	199
Number of households experiencing homelessness at entry (denominator)	249
Percentage of households that transition from homelessness into housing (outcome rate)	80%

(For additional Output or Outcome measures, copy and paste the blocks above and re-number accordingly)

Best Single Source Plus (BSS+)

Memoranda of Understanding

Copies

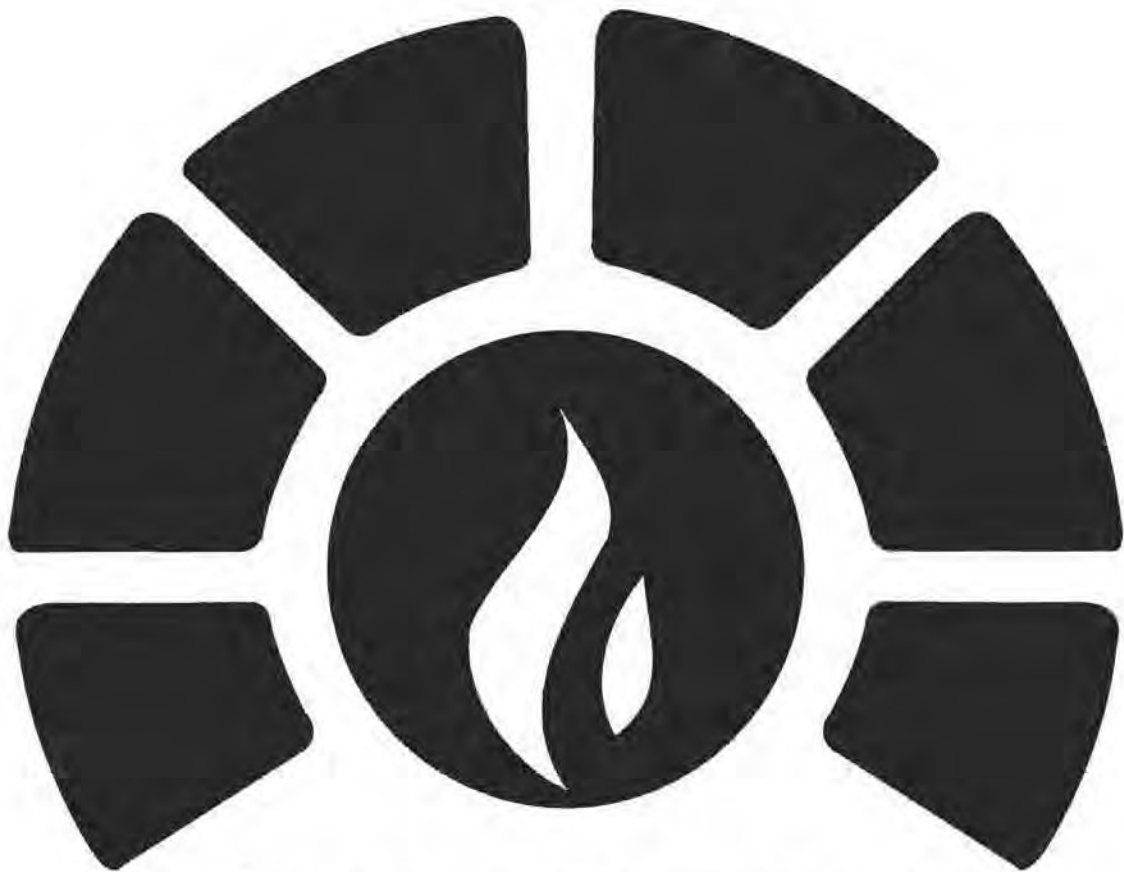


CARITAS

Best Single Source Plus (BSS+)

Copy of the Current MOU with

Each BSS+ Partner Agency



CARITAS



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between AIDS Services of Austin and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the ***Best Single Source Plus*** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, AIDS Services of Austin agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- o Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- o Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Aubrey Staples

Title: Case Management Supervisor

Phone: 512-406-6152 Email: aubrey.staples@asaustin.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Aubrey Staples

Title: Case Management Supervisor

Phone: 512-406-6152 Email: _____

Alternate Contact's Name: Shamala Gallagher

Title: BSS + Case Manager

Phone: 512-406-6134 Email: shamala.gallagher@asaustin.org

PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: _____

Paul Scott, Executive Director, AIDS Services of Austin

Date _____

9-10-12

Signed: _____

Jo Kathryn Quinn, Executive Director, Caritas of Austin

Date _____

9-10-12



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between Any Baby Can and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the **Best Single Source Plus** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, Any Baby Can agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Ellix Balthagare
 Title: Executive Director
 Phone: (512) 334-4415 Email: EllixB@amylabycare.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Kathleen Hopkins
 Title: Director of Support Services
 Phone: _____ Email: KathleenH@amylabycare.org
 Alternate Contact's Name: Mangi Preston
 Title: Smile Program Officer
 Phone: (512) 334-4455 Email: mangip@amylabycare.org

PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: Ellen Balthazar Date 9/10/12
Ellen Balthazar, Executive Director, Any Baby Can

Signed: Jo Kathryn Quinn Date 9-10-12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between The Arc of the Capital Area and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the ***Best Single Source Plus*** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, The Arc of the Capital Area agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- o Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- o Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: GERALD MURPHY

Title: DIRECTOR OF AGENCY SERVICES

Phone: 512-476-7044 Email: G.MURPHY@ARC OF THE CAPITAL AREA.ORG
EXT 207

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: GERALD MURPHY

Title: SEE ABOVE

Phone: SEE ABOVE Email: SEE ABOVE

Alternate Contact's Name: SHEILA MOORE

Title: PROGRAM COORDINATOR

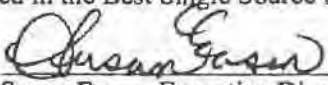
Phone: 512 476.7044 Email: SMOORE@ARC OF THE CAPITAL AREA.ORG

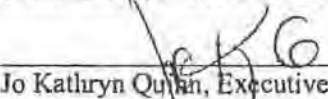
PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed:  Date 09/17/12
Susan Eason, Executive Director, The Arc of the Capital Area

Signed:  Date 9/10/12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between Catholic Charities of Central Texas and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the ***Best Single Source Plus*** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, Catholic Charities of Central Texas agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Christine Reyes-Paiz
 Title: Interim Director/Business Manager
 Phone: 512-651-6117 Email: christine-reyes-paiz@ecctx.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Same as above
 Title: _____
 Phone: _____ Email: _____
 Alternate Contact's Name: _____
 Title: _____
 Phone: _____ Email: _____

PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: Christina Reyes-Pajz Date 9-10-12
Christina Reyes-Pajz, Interim Executive Director, Catholic Charities of Central Texas

Signed: Jo Kathryn Quinn Date 9.10.12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between Family Eldercare and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the ***Best Single Source Plus*** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, Family Eldercare agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- ① Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- ① Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Shontell Gauthier
 Title: Director of Money Management Program
 Phone: 512-483-3563 Email: SGauthier@familyEldercare.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

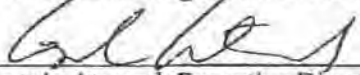
Primary Contact's Name: Shontell Gauthier
 Title: _____
 Phone: _____ Email: _____
 Alternate Contact's Name: Chris Anderson
 Title: Lead Case Manager
 Phone: 512-483-3577 Email: CAnderson@familyEldercare.org

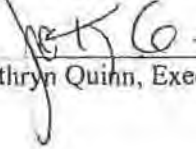
PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed:  Date 9-21-2012
Angela Atwood, Executive Director, Family Eldercare

Signed:  Date 9.10.12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between Foundation for the Homeless and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the ***Best Single Source Plus*** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, Foundation for the Homeless agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Trey Nichols
 Title: Director of Programs & Operations
 Phone: 453-6570 Email: tnichols@foundationhomeless.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Trey Nichols
 Title: Director of Programs & Operations
 Phone: 453-6570 Email: tnichols@foundationhomeless.org
 Alternate Contact's Name: Ashlyn Riley
 Title: BSS+ CASE MANAGER
 Phone: 453-6570 Email: ARiley@foundationhomeless.org

PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: Sharon Lowe Date 9-10-12
Sharon Lowe, Executive Director, Foundation for the Homeless

Signed: Jo Kathryn Quinn Date 9.10.12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between Front Steps and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the ***Best Single Source Plus*** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, Front Steps agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Mr. Kameron Fowler

Title: Program Director

Phone: 305-4108 Email: kfowler@frontsteps.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Kameron Fowler

Title: Program Director

Phone: 305-4108 Email: kfowler@frontsteps.org

Alternate Contact's Name: Lisa Fisher

Title: _____

Phone: _____ Email: lfisher@frontsteps.org

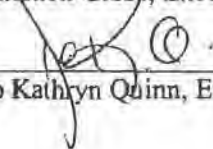
PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed:  Date 9.10.12
Mitchell Gibbs, Executive Director, Front Steps

Signed:  Date 9.10.12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between Goodwill Industries of Central Texas and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the **Best Single Source Plus** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, Goodwill Industries of Central Texas agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- o Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- o Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Brie Mitchell

Title: Project Coordinator

Phone: 512-748-2673 Email: brie.mitchell@austingoodwill.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Brie Mitchell

Title: Project Coordinator

Phone: 512-748-2673 Email: brie.mitchell@austingoodwill.org

Alternate Contact's Name: Hilary Montez

Title: Lead Housing Specialist

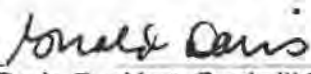
Phone: 512-748-9871 Email: hilary.montez@austingoodwill.org

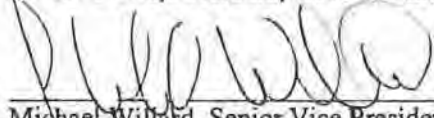
PERIOD OF AGREEMENT:

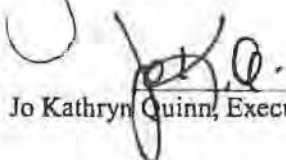
This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed:  Date 10/11/12
Gerald Davis, President, Goodwill Industries of Central Texas

Signed:  Date 10/2/2012
Michael Willard, Senior Vice President, Goodwill Industries of Central Texas

Signed:  Date 10.2.12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between Meals on Wheels and More and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the ***Best Single Source Plus*** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, Meals on Wheels and More agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- ✓ Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- ✓ Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Linda Perez

Title: Asst. VP Client Services

Phone: 512 4766325 Email: lperez@mcclintonwheelsandmore.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Same as above

Title: _____

Phone: _____ Email: _____

Alternate Contact's Name: _____

Title: _____

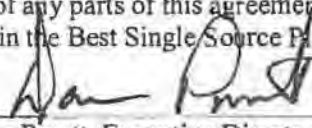
Phone: _____ Email: _____

PERIOD OF AGREEMENT:

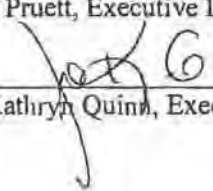
This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: 
Dan Pruett, Executive Director, Meals on Wheels and More

Date 9-10-12

Signed: 
Jo Kathryn Quinn, Executive Director, Caritas of Austin

Date 9.10.12



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between **Travis County Domestic Violence and Sexual Assault Survival Center (dba SafePlace) and Caritas of Austin** and outlines the responsibilities and commitment of each organization as a partner in the **Best Single Source Plus** program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.
- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.

- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, SafePlace agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Enter and maintain client and household member(s) information in the web-based software Online Data Management (ODM) tool by Community TechKnowledge, which is a comparable database to Homeless Management Information System (HMIS).
 - Provide custom ODM reports and data to Caritas as needed for reporting on the Best Single Source Program
 - Designate a lead staff member responsible for monthly performance reports and ODM data quality.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.
 - Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
 - Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines

to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Partner will provide to lead agency
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Claudia Thompson
 Title: Survivor Advocacy Manager
 Phone: 356-1551 Email: cjthompson@safeplace.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

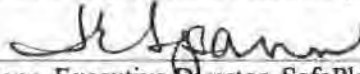
Primary Contact's Name: Che Morris
 Title: Info Systems Coordinator
 Phone: 356-1597 Email: cmorris@safeplace.org
 Alternate Contact's Name: Coni Stogner
 Title: Senior Director of Community Services
 Phone: 356-1515 Email: cstogner@safeplace.org

PERIOD OF AGREEMENT:


This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: 
Julia Spann, Executive Director, SafePlace

Date 10.8.2012

Signed: 
Jo Kathryn Quinn, Executive Director, Caritas of Austin

Date 10.2.12



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between The Wright House Wellness Center and Caritas of Austin and outlines the responsibilities and commitment of each organization as a partner in the *Best Single Source Plus* program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 12 agencies. The 12 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace and The Wright House Wellness Center.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 12 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, The Wright House Wellness Center agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- o Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- o Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2012 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Leah Graham

Title: Executive Director

Phone: 512-467-0088 Email: leah@thewrighthouse.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Michael Lasker

Title: Co-Programs Director

Phone: 512-467-0088 Email: michael@thewrighthouse.org

Alternate Contact's Name: Blade Berkman

Title: Housing Case Manager

Phone: 512-467-0088 Email: blade@thewrighthouse.org

PERIOD OF AGREEMENT:

This agreement shall become effective April 1, 2012. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 30 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: Leah Graham Date 9/10/12
Leah Graham, Executive Director, The Wright House Wellness Center

Signed: Jo Kathryn Quinn Date 9.10.12
Jo Kathryn Quinn, Executive Director, Caritas of Austin



MEMORANDUM OF UNDERSTANDING

This document serves as a Memorandum of Understanding between *The Salvation Army* and *Caritas of Austin* and outlines the responsibilities and commitment of each organization as a partner in the *Best Single Source Plus* program, during the term of this agreement. Caritas of Austin will serve as the lead agency and fiscal agent for Best Single Source Plus, a collaborative of 13 agencies. The 13 agencies are AIDS Services of Austin, Any Baby Can, The Arc of the Capital Area, Caritas of Austin, Catholic Charities of Central Texas, Family Eldercare, Foundation for the Homeless, Front Steps, Goodwill Industries of Central Texas, Meals on Wheels and More, SafePlace, The Wright House Wellness Center and The Salvation Army.

PURPOSE

The purpose of this agreement is to establish guidelines and procedures for Caritas of Austin and the aforementioned partner agency to sustain and enhance their collaboration to assist households as they move toward self-sufficiency. Caritas of Austin oversees the Best Single Source Plus program, a 13 agency collaborative, addressing Safety Net/Infrastructure Services, by providing individuals and families in the Austin area with a service delivery system that allows them access to housing stability resources at one agency that can comprehensively address their needs. The mission of the Best Single Source Plus program is to prevent homelessness for at-risk households and rapidly re-house households who are experiencing short-term homelessness, so they can regain housing stability and address the underlying issues which lead to their financial and housing crisis.

DUTIES AND RESPONSIBILITIES

LEAD AGENCY/FISCAL AGENT:

As the Best Single Source Plus Administrator, and primary executor of the grant/contract, Caritas of Austin agrees to the following over the life of this agreement:

- Assist collaborative partners that receive Direct Client Assistance (DCA) funds in understanding their obligations to the grant/contract.
- Provide a copy of grant agreements to Partners.
- Convene meetings of the Best Single Source Plus Program Managers on a regular basis.
- Meet all contract reporting obligations, and coordinate the receipt of reports from collaborative partners.
- Provide data quality reports to partner on the 1st of each month. If the first of the month falls on the weekend/holiday, reports will be provided the following business day.
- Assist partners in obtaining and interpreting program performance and data quality reports.
- Immediately contact partner if data continues to require attention with a copy to the Executive Director of relative partner agency.
- Communicates contract requirements to Partner Agencies.
- Coordinate the dissemination of information regarding the Best Single Source Plus program to the Health and Human Services Subcommittee of the City of Austin, County Commissioners Court and other interested entities.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular-122 and all funding source requirements.
- Process DCA checks within 3 business days of receipt of correctly completed and signed requisition forms and supporting documentation.
- Provide monthly budget to actual updates to the Best Single Source Plus collaborative partners by the 18th of each month.
- Pay each subcontractor (partner agency) its appropriate share of payments not later than ten days after receipt of payment from the City of Austin or Travis County.
- Provide any training and technical assistance needed in support of this agreement.

- Meet regularly with Best Single Source Plus partner Executive Directors and provide fiscal updates and/or information on policy or procedural changes.
- Convene a meeting of financial officers at the beginning of the program contract and as needed to discuss financial issues.
- Submit to audits by an independent auditor and the City of Austin and to provide access to applicable reports issued as a result of those audits.
- Perform programmatic and financial reviews of each partner agency to verify program and accounting contract compliance at least annually.

PARTNER AGENCY:

As a Best Single Source Plus partner agency, The Salvation Army agrees to the following over the life of this agreement:

- All deliverables will be provided in strict accordance with the provisions, specifications and terms of the contract between the City of Austin and Caritas of Austin; and Travis County and Caritas of Austin.
- To indemnify and hold the City of Austin harmless to the same extent as Caritas of Austin is required to indemnify the City.
- Refrain from subcontracting any portion of the Contract without the prior written consent of the City and the Contractor (Caritas of Austin). The City may require as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City. Referrals to a Best Single Source Plus partner by a non-Best Single Source Plus partner does not constitute subcontracting.
- Submit monthly program reports and billings to Caritas by the deadlines established.
- Maintain records in accordance and compliance with generally accepted accounting principles, governmental accounting standards, OMB Circular 122, and all funding source requirements with particular attention to timekeeping requirements for those partner agencies requesting case management funding.
- Maintain written policies and procedures approved by its governing body including (at a minimum) Financial Management, Subcontracting/Procurement, Equal Employment Opportunity, Personnel and Personnel Grievance, Nepotism, Non-Discrimination of Clients, Client Grievance, Drug Free Workplace, the Americans with Disabilities Act, and Criminal Background Checks.
- Provide access to agency records, systems and facility and ensure cooperation of staff upon notification of a fiscal agent Best Single Source Plus audit or audit by a designated independent auditor.
- Maintain insurance coverage by types and limits as required by the City of Austin, Travis County and/or other funder's contracts. Reimburse disallowed costs to the fiscal agent on behalf of Best Single Source Plus collaborative. The full reimbursement must be paid within 30 days of discovery.
- Comply with other requirements as noted in the grant agreements.
- Provide other information as required by grant or lead/fiscal agent.
- Submit to fiscal agent a copy of audited financial statements within sixty (60) days of completion of audit.
- Use own agency grievance process to settle Best Single Source Plus client grievances.
- Program Responsibilities:
 - Obtain Service Point licenses and enter client and household member(s) information in Homeless Management Information System (HMIS) Service Point database in accordance with Best Single Source Plus workflow and HMIS policy and procedures. Follow all Service Point reporting requirements as defined by funding contracts and Ending Community Homelessness Coalition.
 - Designate a lead staff member responsible for monthly performance reports and Service Point data quality. Purchase and maintain a Service Point ART viewer license for the lead staff member to ensure access to report & data quality templates.
 - Maintain data quality as defined by funders' contract requirements.
 - Complete check requests for client financial assistance with supporting documentation and obtain a W-9 for new vendors which must be submitted with the check request.
 - Provide the Best Single Source Plus administrator with a list of individuals who are authorized to approve check requests.
 - Attend Best Single Source Plus Executive Director meetings.
 - Attend Best Single Source Plus Program Manager meetings.
 - Retain all program records for five years after the contract has ended or until all audit and litigation matters that the funder(s) has brought to the attention of the Lead Agency/Partner are resolved, whichever is longer.

- Maintain original copy of client's signed HMIS Release of Information(s) for eight years in accordance with HMIS standards.
- Complete monthly data quality corrections and email confirmation to the Best Single Source Plus Coordinator by end of the business day on the 7th of each month (Note: reporting deadlines to lead agency remain even if it falls on a weekend or holiday and may be submitted prior to this date).

2013 BEST SINGLE SOURCE PLUS REPORTING SCHEDULE

Due Dates	Report	Action
1 st of the month	The month prior's Data Quality and Program Performance reports	Lead Agent will provide to partner agency; Service Point ART licensed users can also access reports
7 th of the month	Data corrections completed and email confirmation sent to Best Single Source Plus Coordinator	Partner
7 th of the month	Reimbursement requests completed and emailed to appropriate Caritas staff	Partner
8 th -12 th of the month	Final reports pulled; aggregating of data	Lead Agent
No later than 15 th of the month	Monthly Data Quality report submitted to funder, Program Performance reports submitted to funders on a quarterly basis	Lead Agent
18 th of the month	Financial assistance and client data by agency by month	Lead Agent will provide to Partner

PRIMARY CONTACTS:

The designated contact person with responsibility for the coordination of the Best Single Source Plus program will be:

Primary Contact's Name: Kathleen Ridings

Title: Director of Social Services

Phone: (512) 634-5916 Email: kathleen_ridings@uss.salvationarmy.org

The designated contact person with responsibility for the timely completion of Best Single Source Plus data quality and program performance will be:

Primary Contact's Name: Jay Filderman

Title: Passages Project Coordinator

Phone: (512) 634-5919 Email: jay_filderman@uss.salvationarmy.org

Alternate Contact's Name: Rick Rivera

Title: Residential Services Director

Phone: (512) 933-0600 Email: enrique_rivera@uss.salvationarmy.org

PERIOD OF AGREEMENT:

This agreement shall become effective July 01, 2013. The agreement shall remain effective for two and a half years from the date of contract approval, or until the funds are depleted. Should either party wish to terminate the agreement, 30 days written notice must be given to the other party. Additionally, Caritas of Austin will notify the funders should a member of the collaborative choose to terminate their participation in the Best Single Source Plus program as outlined in this Memorandum of Understanding.

It is mutually agreed that the term of this agreement is for 15 months from the signed date. Both Caritas of Austin and the Partners reserve the right to modify the terms of the agreement at any time to protect the contract funds and to ensure proper operation of the program, however all modifications must receive the approval of the Best Single Source Plus collaborative and the City of Austin, Travis County and other funders.

Violations of any parts of this agreement may result in removal of the agency-in-violation from the collaboration as outlined in the Best Single Source Plus Policy and Procedure Manual.

Signed: _____

Lt. Col. Ken Luyk, TX Div. Commander, Salvation Army, a GA Inc - Austin TX

Date

7.2.13

Signed: _____

Jo Kathryn Quinn, Executive Director, Caritas of Austin

Date

7.16.13



THE SALVATION ARMY POLICY STATEMENT ON RELATIONSHIPS WITH OTHER GROUPS AND ORGANIZATIONS

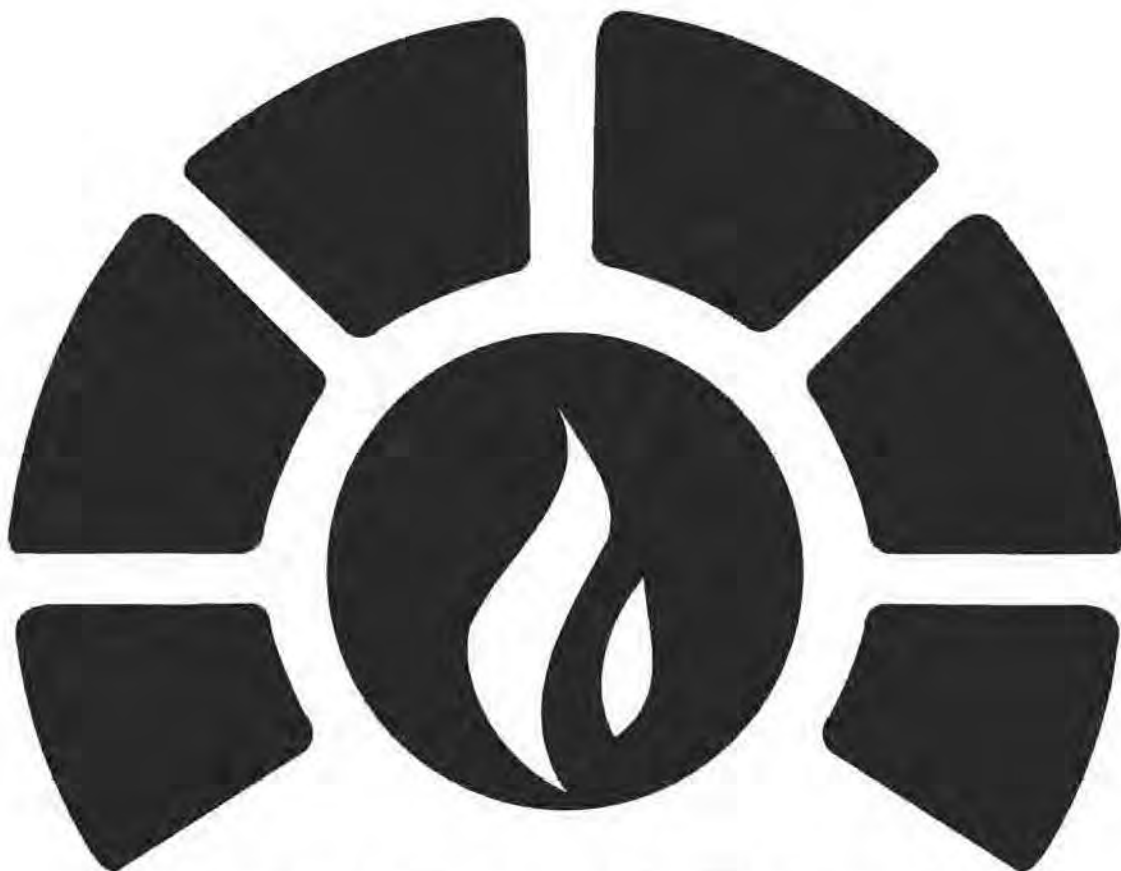
The Salvation Army in the United States works cooperatively with many groups — governmental, social service, civic, religious, business, humanitarian, educational, health, character building, and other groups — in the pursuit of its mission to preach the Christian Gospel and meet human need.

Any agency, governmental or private, which enters into a contractual or cooperative relationship with The Salvation Army should be advised that:

1. The Salvation Army is an international religious and charitable movement, organized and operated on a quasi-military pattern, and is a branch of the Christian church.
2. All programs of The Salvation Army are administered by Salvation Army Officers, who are ministers of the Gospel.
3. The motivation of the organization is love of God and a practical concern for the needs of humanity.
4. The Salvation Army's provision of food, shelter, health services, counseling, and other physical, social, emotional, psychological and spiritual aid, is given on the basis of need, available resources and established program policies.

Organizations contracting and/or cooperating with The Salvation Army may be assured that because The Salvation Army is rooted in Christian compassion and is governed by Judeo-Christian ethics, The Salvation Army will strictly observe all provisions of its contracts and agreements.

Best Single Source Plus (BSS+)
Copy of the Current MOU with
Austin Independent School District



CARITAS

Cooperative Agreement

Between Austin Independent School District
and
Caritas of Austin

This Cooperative Agreement ("Agreement") is agreed and entered into by and between the Austin Independent School District ("District" or "AISD") and Caritas of Austin ("Caritas"), a community-based non-profit service provider, and is effective the date of final signature, 2013.

WHEREAS, the District seeks to expand and strengthen its continuum of student support services by providing evidence-based case management resources.

WHEREAS, Caritas, seeks to serve children and their families who are at risk of becoming homeless or who are currently experiencing homelessness. Caritas will provide a comprehensive system of evidence-based intensive case management services to AISD students, through barrier-free access to family-driven, client-oriented, culturally competent services and supports to students and families at Garza High School.

WHEREAS, District recognizes and appreciates the benefits to be derived from providing such services as described herein;

NOW THEREFORE, Caritas and District agree as follows:

1. Term of Agreement: The period of the Agreement shall be for academic year 2013-14, and the term of this Agreement shall end on August 31, 2014. This Agreement may be extended through 2014-15 and 2015-16 by a written statement from both Caritas and District of intent to continue. For year 2016-17 a new Cooperative Agreement must be executed.
2. Funding: Services shall be funded by Caritas and no fees shall be charged to the District or students/families.
3. Caritas will
 - o Provide, with written parental consent, intensive case management and support services to students and their families who are at-risk of becoming homeless or are currently experiencing homelessness.
 - o Focus on housing, income and self-care and stabilizing the household.
 - o Provide information about mental health resources.
 - o Provide updates to the Garza High School Principal.
 - o Maintain accurate information in Youth Services Mapping (<http://www.ysm-austin.org/>), and twice annually will update capacity, services available (with locations), and numbers served.
 - o Develop a protocol with principal for serving students with minimum interruption of the academic day.

The District will

- o Provide programmatic and/or service coordination to ensure that AISD structural elements are in place to facilitate successful delivery of services identified in this Agreement.
- o Meet with Caritas staff on a periodic basis to ensure effective District involvement in stakeholder input process.

4. Space and Equipment: District will provide office space on the Garza High School campus, furniture (desks, chairs, access to a mail box in the mail office, telephone equipment, internet and a phone line with local calling capability), private space for services, access to referred students and a reasonable amount of storage space for Caritas in accordance with District policies and practices and as reasonable and appropriate in the opinion of District and campus administrators.

5. Supervision: The program instruction and staff oversight shall be under the direction and responsibility of Caritas.

6. Criminal History Record Information: Caritas shall, at its sole cost and expense, obtain for each covered employee the criminal history record information as required by TEC §22.0834. The term "covered employee" shall mean any individual employed by ATCIC who has continuing duties related to the Services and also has direct contact with the District's students related to the Services. Caritas shall not knowingly allow on District Property (campus, facility, building) any covered employee who has been convicted of (i) a felony offense under Title 5 of the Texas Penal Code; (ii) an offense on conviction of which a defendant is required to register as a sex offender under Chapter 62 of the Texas Code of Criminal Procedure; or (iii) an offense under the laws of another state or federal law that is equivalent to an offense under (i) or (ii) above, if at the time the offense occurred, the victim of the offense was under 18 years of age or enrolled in a public school. If during the period Caritas is providing Services under this Agreement, Caritas or the District receives updated criminal history record information for a covered employee that includes a disqualifying criminal history under this paragraph 6, Caritas shall prohibit such covered employee from future entry on District Property. The terms "continuing duties" and "direct contact with students" shall have the meanings designated for such terms in 19 TAC §153.1101. The District will be the final arbiter of what constitutes continuing duties and direct contact with students.

7. Termination of Contract: This contract may be terminated by either Party by giving ten (10) days written notice of such termination and the effective date of the termination as follows:

If to District: Melvin Waxler
 Chief of Staff
 mwaxler@austinisd.org
 512.414.6425
 1111 West 6th Street
 Austin, Texas 78703

If to Caritas: Jo Kathryn Quinn
 Executive Director, Caritas of Austin
 611 Neches St,
 Austin, TX 78701


8. Compliance with Laws: Caritas agrees to abide by all applicable District policies, directives, and guidelines, local ordinances and state and federal laws in the provision of its services, activities or programs to the District, including but not limited to, the Americans with Disabilities Act, 42 USC §12111, *et seq.*, 29 CFR §130.1, *et seq.*; Section 504 of the 1973 Rehabilitation Act, 34 CFR §104.1, *et seq.*; the Family Educational Rights and Privacy Act, 20 USC §1232g, *et seq.*, 34 CFR §99.1, *et seq.*; Title IX of the Education Amendments of 1972, 20 USC §1681 *et seq.*, 34 CFR §106.1 *et seq.*

9. Hold Harmless Agreement: It is agreed that Caritas is an Independent contractor and shall be solely responsible for payment of its employees and shall provide, if required, workers' compensation and public liability insurance to protect it from liability for injuries or damages to its employees and shall further be solely responsible for the withholding and/or payment of any taxes or contributions imposed by any federal, state or local governmental entity by the reason of employment.

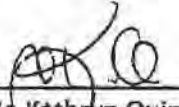
10. Indemnification: To the extent provided by the laws and Constitution of the State of Texas and without waiving any immunity or other protection to which it otherwise may be entitled, Caritas shall indemnify and hold District harmless from and against all claims asserted by third parties or Caritas Persons against the District. For purposes of this provision: (i) "Claims" shall include any and all claims, suits, complaints and proceedings of any kind or character, including but not limited to claims concerning property, personal injury or death, infringement of intellectual property, unlawful disclosure or confidential or protected information, or violation of statutes or regulations, arising in whole or part from or related in any way to the services being provided or to be provided by Caritas under this Agreement; (ii) "Caritas Persons" shall include any and all Caritas employees, officers, directors other than District; and (iii) "District" shall include District and its employees, officers, and other Board members, representatives, and agents.

To the extent provided by the laws and Constitution of the State of Texas and without waiving any immunity or other protection to which it otherwise may be entitled, District shall indemnify and hold Caritas harmless from and against all claims asserted by third parties or District Persons against Caritas. For purposes of this provision: (i) "Claims" shall include any and all claims, suits, complaints and proceedings of any kind or character, including but not limited to claims concerning property, personal injury or death, infringement of intellectual property, unlawful disclosure or confidential or protected information, or violation of statutes or regulations, arising in whole or part from or related in any way to the District's actions or failure to act under this Agreement; (ii) "District Persons" shall include any and all District employees, officers, directors and trustees other than ATCIC; and (iii) "Caritas" shall include Caritas and its employees, officers, and other Board members, representatives, and agents.

SIGNED this 23 day of 9, 2013.
AUSTIN INDEPENDENT SCHOOL
DISTRICT


Merja Joel Carstarphen,
Superintendent Executive

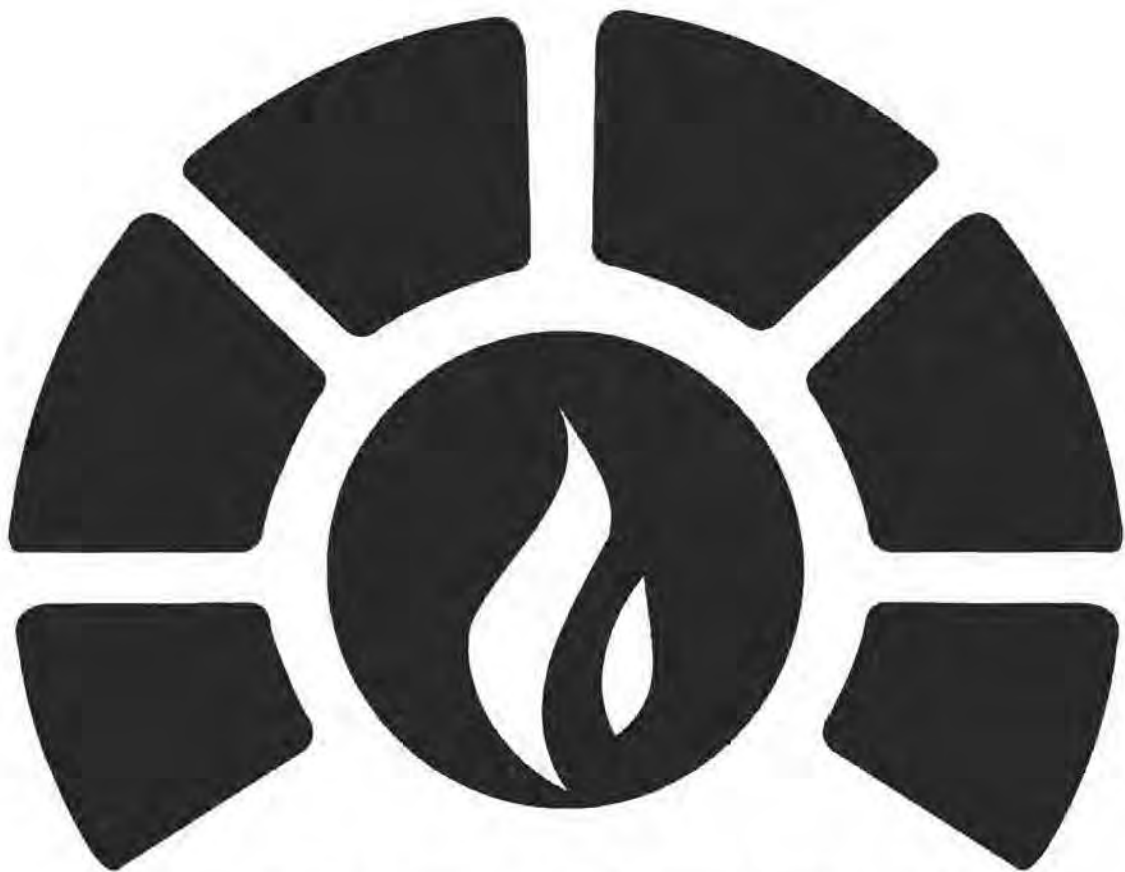
SIGNED this ___ day of ___, 2013.
CARITAS OF AUSTIN


Jo Kathryn Quinn
Director, Caritas of Austin

Best Single Source Plus (BSS+)

Copy of the Current MOU with

Central Presbyterian Church



CARITAS

Cooperative Agreement

Between Central Presbyterian Church and Caritas of Austin

This Cooperative Agreement ("Agreement") is agreed and entered into by and between Central Presbyterian Church, TX ("CPC") and Caritas of Austin ("Caritas"), a community-based non-profit service provider, and is effective the date of final signature, 2013.

WHEREAS, CPC seeks to expand and strengthen its continuum support services by providing information and referral and other resources to individuals and families in need.

WHEREAS, Caritas, seeks to serve individuals and families who are at risk of becoming homeless or who are currently experiencing homelessness.

WHEREAS, CPC recognizes and appreciates the benefits to be derived from providing such services as described herein;

NOW THEREFORE, Caritas and CPC agree as follows:

1. Term of Agreement: The initial period of the Agreement shall be for November 14 – December 31, 2013. This Agreement will renew automatically on January 1, 2014 – December 31, 2014 unless either party has provided 30 days' notice of termination.
2. Funding: Services shall be funded by CPC and no fees shall be charged to the individuals or families receiving services.
3. Caritas will
 - o Provide information and referrals to individuals or families who are at-risk of becoming homeless or are currently experiencing homelessness.
 - o Provide brief solution-focused case work services to individuals or families who are in need of more intensive guidance/assistance.
 - o Assist individuals or families in applying for SNAP, Medicaid, TANF, and the Women's Health Program through the Caritas Benefits Program.
 - o Provide updated referral information to CPC leaders and volunteers.
 - o If resources and case load capacities allow, will accept referrals from the Caritas social worker at CPC for one-time financial assistance into the BSS+ program at Caritas.

Central Presbyterian (CPC) will

- CPC will pay to Caritas of Austin \$ 500 for the church social worker program for the time period of November 14 – December 31, 2013 for 4 hours per week to pay for social worker's salary, benefits, and necessary training. This will be paid in one lump sum by December 15, 2013.
- CPC will pay to Caritas of Austin \$ 5,000 for the church social worker program for the time period of January 1 – December 31, 2014 for 4 hours per week to pay for social worker's salary, benefits, and necessary training. This will be paid in one lump sum by February 1, 2014.
- Meet with Caritas staff on a periodic basis to ensure effective CPC involvement in stakeholder input process.

4. Space and Equipment: CPC will provide office space at the CPC facility - furniture (desk, chairs, telephone equipment, internet and a phone line with local calling capability), private space for services, and a reasonable amount of storage space for Caritas in accordance with CPC policies and practices and as reasonable and appropriate in the opinion of CPC administrators.

5. Supervision: The program instruction and staff oversight shall be under the direction and responsibility of Caritas.

6. Termination of Contract: This contract may be terminated by either Party by giving 30 days written notice of such termination and the effective date of the termination as follows:

If to CPC: Joseph Moore, Head Pastor
joseph@cpcaustin.org
(512) 472-2445
200 E. 8th, Austin, TX 78701

If to Caritas: Jo Kathryn Quinn, Executive Director
jkquinn@caritasofaustin.org
(512) 646-1252
611 Neches St, Austin, TX 78701

7. Non-Sectarian Organization: Caritas of Austin is a non-sectarian organization. Funds both governmental and private, received by the organization, shall not involve or be used by Caritas or any of its subcontractors, in support of inherently religious activities such as worship, religious instruction or proselytizing.


8. Independent Contractor: It is agreed that Caritas is an independent contractor and shall be solely responsible for payment of its employees and shall provide, if required, workers' compensation and public liability insurance to protect it from liability for injuries or damages to its employees and shall further be solely responsible for the withholding and/or payment of any taxes or contributions imposed by any federal, state or local governmental entity by the reason of employment.

9. Indemnification: To the extent provided by the laws and Constitution of the State of Texas and without waiving any immunity or other protection to which it otherwise may be entitled, Caritas shall indemnify and hold CPC harmless from and against all claims asserted by third parties or Caritas Persons against CPC. For purposes of this provision: (i) "Claims" shall include any and all claims, suits, complaints and proceedings of any kind or character, including but not limited to claims concerning property, personal injury or death, infringement of intellectual property, unlawful disclosure or confidential or protected information, or violation of statutes or regulations, arising in whole or part from or related in any way to the services being provided or to be provided by Caritas under this Agreement; (ii) "Caritas Persons" shall include any and all Caritas employees, officers, directors other than CPC; and (iii) "CPC" shall include CPC and its employees, officers, and other Board members, representatives, and agents.

To the extent provided by the laws and Constitution of the State of Texas and without waiving any immunity or other protection to which it otherwise may be entitled, CPC shall indemnify and hold Caritas harmless from and against all claims asserted by third parties or others against Caritas. For purposes of this provision: (i) "Claims" shall include any and all claims, suits, complaints and proceedings of any kind or character, including but not limited to claims concerning property, personal injury or death, infringement of intellectual property, unlawful disclosure or confidential or protected information, or violation of statutes or regulations, arising in whole or part from or related in any way to the CPC'S actions or failure to act under this Agreement; (ii) "CPC'S Persons" shall include any and all CPC'S employees, officers, directors and trustees other than CPC'S; and (iii) "Caritas" shall include Caritas and its employees, officers, and other Board members, representatives, and agents.


During the term of the Agreement, CPC shall name Caritas as additional insured on any related insurance policy or policies it has that may cover Claims against Caritas as set out in this paragraph above.

SIGNED this 13 day of November, 2013
CENTRAL PRESBYTERIAN CHURCH



Joseph Moore
Head Pastor

SIGNED this 15 day of November, 2013
CARITAS OF AUSTIN



Jo Kathryn Quinn
Executive Director, Caritas of Austin

Best Single Source Plus (BSS+)

Copy of the Current MOU with

The WERC Collaborative



CARITAS

MEMORANDUM OF UNDERSTANDING

By and between
Workforce Solutions – Capital Area Workforce Board
And
Caritas of Austin

I. Purpose of Agreement

This Memorandum of Understanding ("Agreement") sets forth the terms of agreement for the coordination of services between Workforce Solutions Capital Area Workforce board, acting as the fiscal agent for the Workforce and Education Readiness Continuum (WERC) initiative, and Caritas of Austin, acting as the fiscal agent for the Best Single Source Plus (BSS+) collaborative. Workforce Solutions and Caritas of Austin are authorized to enter into this Agreement on behalf of WERC and BSS+ respectively.

Both WERC and BSS+ are initiatives funded in whole or in part by the City of Austin under contracts resulting from RFP WDJ0004: Self-Sufficiency Continuum. This Agreement endeavors to reduce real or perceived duplication of emergency assistance services to clients engaged with both Initiatives, thereby potentially expanding the reach of resources and funding available through those initiatives.

II. Duration of Agreement

This Agreement will commence on October 1, 2012 and shall remain in full force and effect until September 30, 2014 or until the Agreement is canceled in accordance with the terms set forth herein.

III. General Provisions

It is understood by the parties that each should be able to fulfill responsibilities under this Agreement in accordance with the provisions of law and regulations that govern their respective activities. Nothing in this Agreement is intended to negate or otherwise render ineffective any such provisions or operating procedures. If at any time either party is unable to perform its functions under this Agreement consistent with such party's statutory, regulatory and/or funding mandates, the affected party shall immediately provide written notice to the other to establish a date for mutual resolution of the conflict.

IV. Responsibilities of the Parties to this Agreement

The parties and their corresponding partner agencies agree that their respective responsibilities under this Agreement are as follows.

Both Parties shall:

1. Identify primary points of contact at the client operational level (Attachment A) in order that clients may have "warm hand-offs" for enrollment consideration into WERC and BSS+. In order to receive emergency assistance from WERC or BSS+, clients must be eligible, suitable, and enrolled in the initiative providing the assistance. Neither WERC nor BSS+ is obligated to enroll clients referred from the other initiative.

2. Utilize an agreed upon referral form so that referrals may be tracked and clients contacted for services, as appropriate (Attachment B).
3. Exchange information and coordinate services and activities, as allowed in agencies' Confidentiality forms, for co-enrolled clients.
4. Provide cross-training, at least annually, between WERC and BSS+ staff regarding opportunities and benefits to clients of the Initiatives.
5. Maintain the confidentiality of client information in accordance with applicable laws, and use customer data only in the administration of the Parties' respective initiatives.
6. Designate liaisons who serve as Management Resources (Attachment A) for the WERC and BSS+ initiatives related to the implementation of this Agreement, in order to provide guidance for the implementation of services under this Agreement, and coordinate communications, set up meetings, and other related matters under this Agreement.
7. Hold semi-annual WERC / BSS+ coordination meetings to review progress under this Agreement, resolve any barriers, and identify opportunities for increased collaboration.
8. Invite a representative from WERC and BSS+ to speak at Executive or Advisory Council meetings, at minimum annually, for each initiative respectively.
9. Comply with Title VI of the Civil Rights Act of 1964, as amended, and with Title VI of that Act, in that no person shall on the grounds of race, color, or national origin, be excluded from participation in, denied benefits of, or be otherwise subject to discrimination in the delivery of services.
10. Comply with Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of handicap.
11. Comply with the requirements of the Americans with Disabilities Act of 1990.

Caritas of Austin shall:

1. Screen WERC client names and other identifying information provided by WERC Points of Contact through the appropriate BSS+ client database, and report back if clients are currently enrolled in the BSS+ initiative. Reports will not indicate, nor will WERC inquire, which provider or program the BSS+ client is enrolled in, only that the client is receiving services from BSS+.

V. Allocation of Costs


The parties to this Agreement assume full responsibility for their respective costs associated with the performance of the terms of this Agreement.

VI. Amendment or Cancellation

This Agreement may be amended at any time, in writing, by mutual consent of both parties. This Agreement may be canceled by either party upon thirty-(30) days' written notice to the other party, except where the cancellation is for cause (i.e. material and significant breach of any provision of the Agreement). If cancellation is for cause, the Agreement may be cancelled upon delivery of written notice to the other party.

APPROVED


This Agreement shall not become effective until approved and signed by both parties.



Alan D. Miller, Executive Director
Workforce Solutions, Capital Area Workforce Board

10-10-12

Date



Jo Kathryn Quinn
Caritas of Austin

10.2.12

Date

Attachment A: Point of Contact Sheet

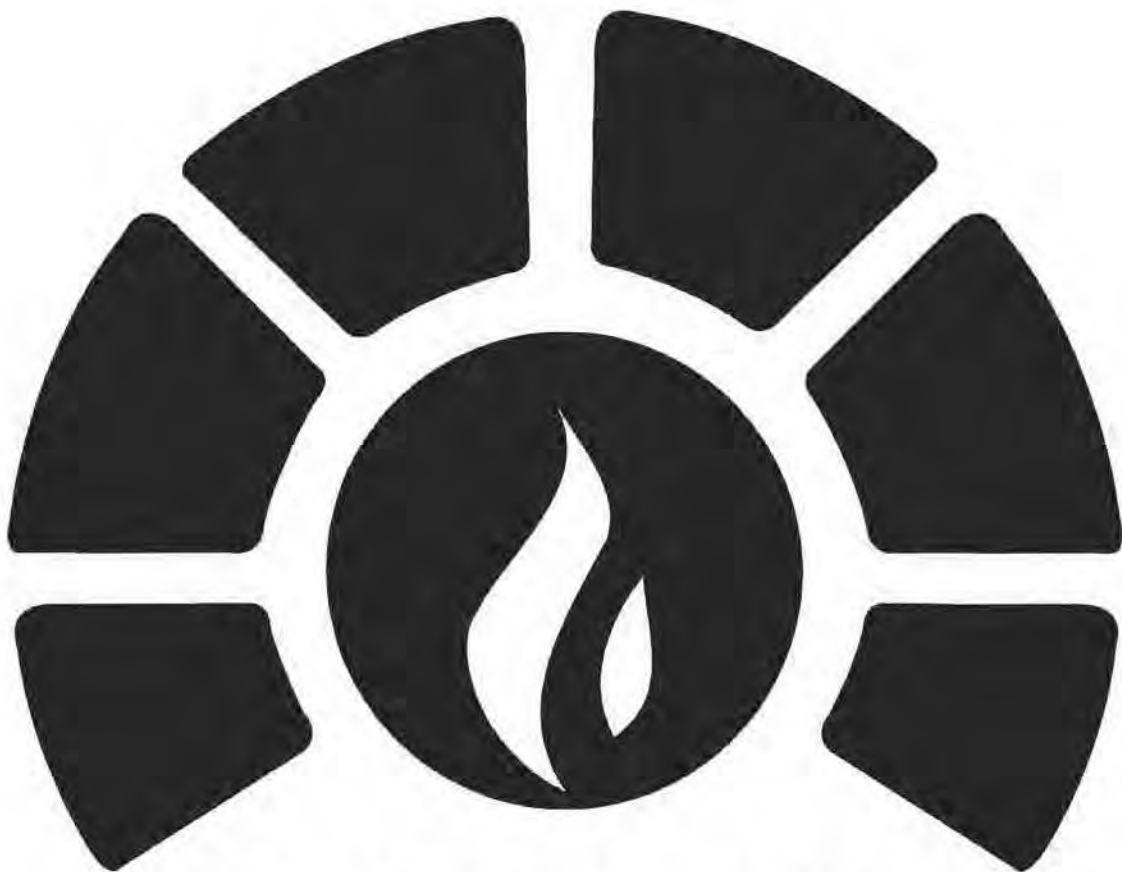
Attachment B: Referral Form and Referral Process

Best Single Source Plus (BSS+)

BSS+ Partners'

Letters of Intent to Continue

Participating in BSS+



CARITAS



Any Baby Can

Board of Directors

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Rob Peterson
Mark Porter
David Putman
Karen Sherriff
Brad Stein
Julie Stevenson
Bill Wiese

Margi Preston
Executive Director

April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Margi Preston
Executive Director



For people with intellectual and developmental disabilities

September 23, 2013

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Susan Eason
Executive Director



AIDS SERVICES OF AUSTIN

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Jesse Butler
Hedrea Clayton-Westbrooks
Steve Flores
Richard Fu, Board Fellow
Christopher Hall, Board Fellow
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Liza Hinojosa, Prevention Programs Director
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Gregory A. Stouls, DMD, MPH, Director of Dentistry
Sandra Chavez, Associate Director of Direct Services

April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Paul E. Scott
Executive Director

April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

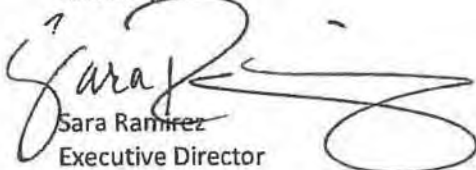
Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,


Sara Ramirez
Executive Director



2014 Board of Directors

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President

Cass Grange
President-Elect

Eric Lassberg
Secretary

Rudy Belton
Post President & Treasurer

Charles Colley

Robert Josef Cross

Bruce Garlick

Char Hu

Bill McHugh

Sandy Morris

Bliss Burdett Pak

Paul M. Saper

Shubhada Saxena

President's Council

Jackie Lelong
Founder Of Family Eldercare

Jacqueline Angel

Michelle Bonilla

Tom Buckle

Don Carnes

Ellis "Pat" Craig

John Crane

Mark Davis

Clyde Farrell

Alva Finck

Cheryl George

Holly Gilman

Deborah Green

Diane "Dede" Hebner

Barbara Lipscomb

Cynthia Loflin

Ann Marett

J.C. "Dusty" McCormick

Susan Sharlot

Gail Sulak

Gaye Thompson

Brent Weber

April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Family Eldercare is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is Family Eldercare's intent to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Joyce Hefner
Chief Executive Officer

generously supported by

**St David's
FOUNDATION**

Offices in Austin and Georgetown
1700 Rutherford Lane Austin, Texas 78754
ph: 512.450.0844 fax: 512.450.6436
familyeldercare.org

2014

Board of Directors April 15, 2014

Rex Bull
Board Chair

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin

Terry Irion
Vice-Chair

Post Office Box 1947
Austin, Texas 78764-1947

Penny Schmidt
Treasurer

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

John Gangstad
Secretary

Dear Ms. Quinn:

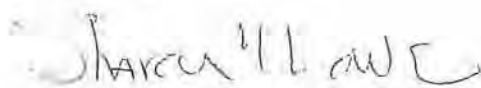
Sharon Lowe
Executive Director

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

Karen Blair
Olin Clemons
Morris Davis
Robert Davis
Debra Green
Stuart Hentschel
Shari Joseph
Ann Kincannon
Travis Knapp
Kirk Miller
Morris Moore
Amy Novak
Topher Stapleton
Ann Teich
Lyndsay Varner

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,



Sharon Y. Lowe
Executive Director

Advisory Council:

Christine Banks
Kirk Bohls
June Davis
Patrick Durbin
Linda Garrett
David Gomez
Rep. Elliott Naishtat
Ron Oliveira
Beverly Seffel



April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Mitchell Gibbs,
Front Steps Executive Director
512-305-4156



April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

A handwritten signature in black ink that reads 'Gerald L. Davis'.

Gerald L. Davis
President & CEO
Goodwill Central Texas



Meals on Wheels and More

3227 East 5th Street Austin, TX 78702
www.mealsonwheelsandmore.org
512-476-6325

April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Meals on Wheels and More is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Dan Pruett
President & CEO
Meals on Wheels and More

With Support From
St David's
FOUNDATION



SafePlace
Ending Sexual & Domestic Violence

April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

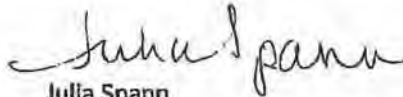
Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn: 

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,



Julia Spann
Executive Director

a project of



1981 LEAGUE OF AUSTIN



DOING
THE MOST
GOOD

William Booth, *Founder*
Linda Bond, *General*
David Jeffrey, *Territorial Commander*
Lt. Colonel Ken Luyk, *Divisional Commander*
Lt. Colonel Henry Gonzalez, *Area Commander*

April 15, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Henry Gonzalez, Lt. Colonel
Area Commander



BOARD OF DIRECTORS

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Executive Director

CONTACT US:
4301-B North IH 35
Austin Texas 78722
512/467-0088
888/381-5180 *toll-free*
512/467-0829 *fax*

Email:
info@thewrighthouse.org

Website:
www.thewrighthouse.org

April 14, 2014

Ms. Jo Kathryn Quinn, Executive Director
Caritas of Austin
Post Office Box 1947
Austin, Texas 78764-1947

Re: Letter of Intent to Participate in the Best Single Source Plus (BSS+) Program

Dear Ms. Quinn:

Our agency is a current partner in the BSS+ collaborative program and has a MOU in place with Caritas of Austin, the BSS+ lead agency. This MOU outlines responsibilities of the lead agency and the responsibilities of partner agency. This MOU also addresses service provision and coordination of services.

It is the intent of our agency to continue being a part of BSS+ through the three-year contract period that ends September 30, 2018. Before funding under the Self-Sufficiency Social Services RFA begins, our agency will renew our MOU with Caritas.

Sincerely,

Leah Graham
Executive Director

Best Single Source Plus (BSS+)

Attachment to G. Overall Factors Regarding Applicant. 1. and 1.a.

Contact Information of the Grant and Funder

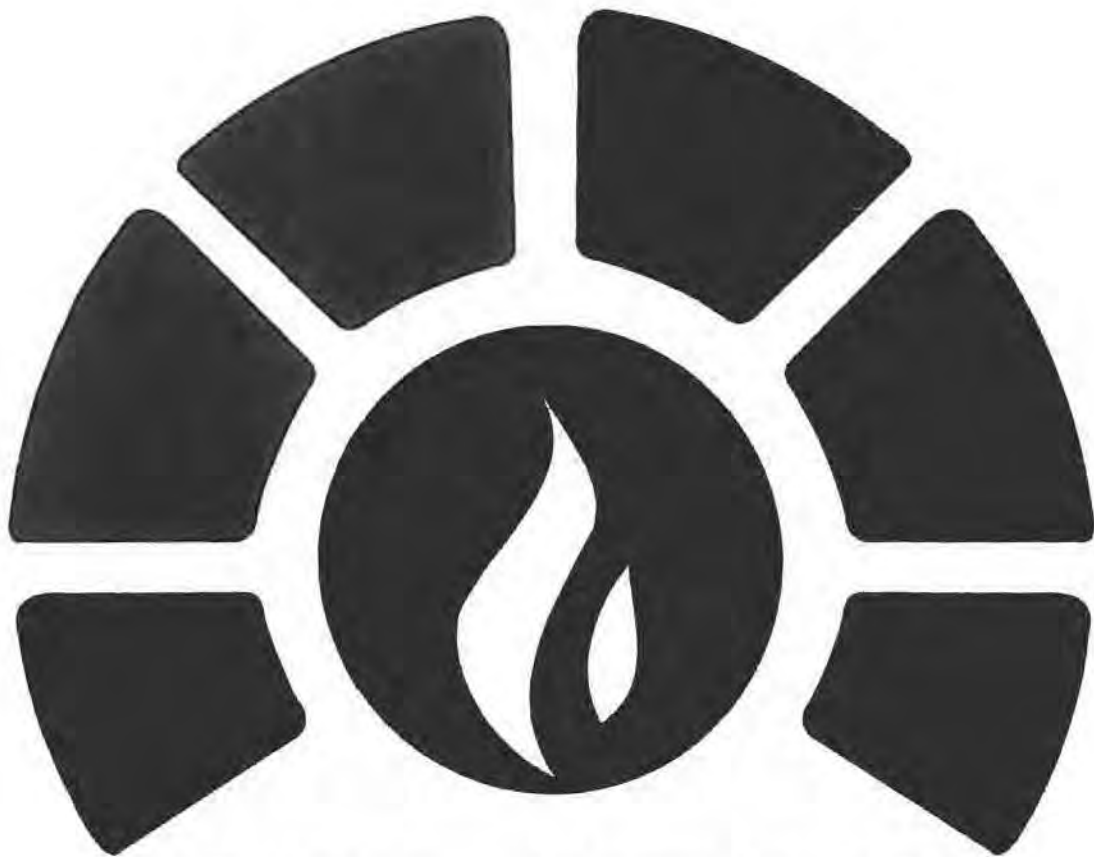


Attachment to G. Overall Factors Regarding Applicant. 1. and 1.a. Contact Information of the Grant and Funder Identified Below

Funding Agency	Grant Name	Funder Contact Name, Title, Phone #
FEDERAL GRANTS CONTACT INFORMATION		
US Dept of Housing/Urban Development	Continuum of Care Supportive Housing Program	William Dawson, Community Planning and Development Rep, 210-475-6800
US Dept of Housing/Urban Development (passed through TX Dept of Housing/Community Affairs)	Homelessness Prevention and Rapid Rehousing Program (HPRP)	Gloria Mitchell, Contract Specialist, 512-475-3999
US Dept of Veteran Affairs	Supportive Services for Veteran Families (SSVF)	Tamara Wright, Regional Coordinator, 254-743-8927
US Dept of Homeland Security and US Dept of Health and Human Services (passed through US Conference of Catholic Bishops)	Refugee Admissions Program and Refugee & Entrant Assistance	Matt Chatterdon, Contract Specialist, 202-541-3059

US Dept of Housing/Urban Development passed through TX Dept of Housing/Community Affairs	Emergency Solutions Grant Program	Gloria Mitchell, Contract Specialist, 512-475-3999
LOCAL GOVERNMENT GRANTS CONTACT INFORMATION		
Travis County	Community Energy Assistance Program, Best Single Source, Best Single Source Plus, Community Kitchen	LaDonna Brazell, Contract Specialist, 512-854-7875
City of Austin	Community Support Program, Community Kitchen, MyChance, CSBG pass- through, ARRA-HPRP, MyPlace, Best Single Source/ Best Single Source Plus, & Mental and Behavioral Health Services (MBHS),	Vella Karman, Grants Coordinator, 512-972-5064

Best Single Source Plus (BSS+)
Monitoring Reports Received Within the Past 24 Months of
Administering Relevant City of Austin Health and Human Services Department,
Other Local, State, and/or Federal Contracts



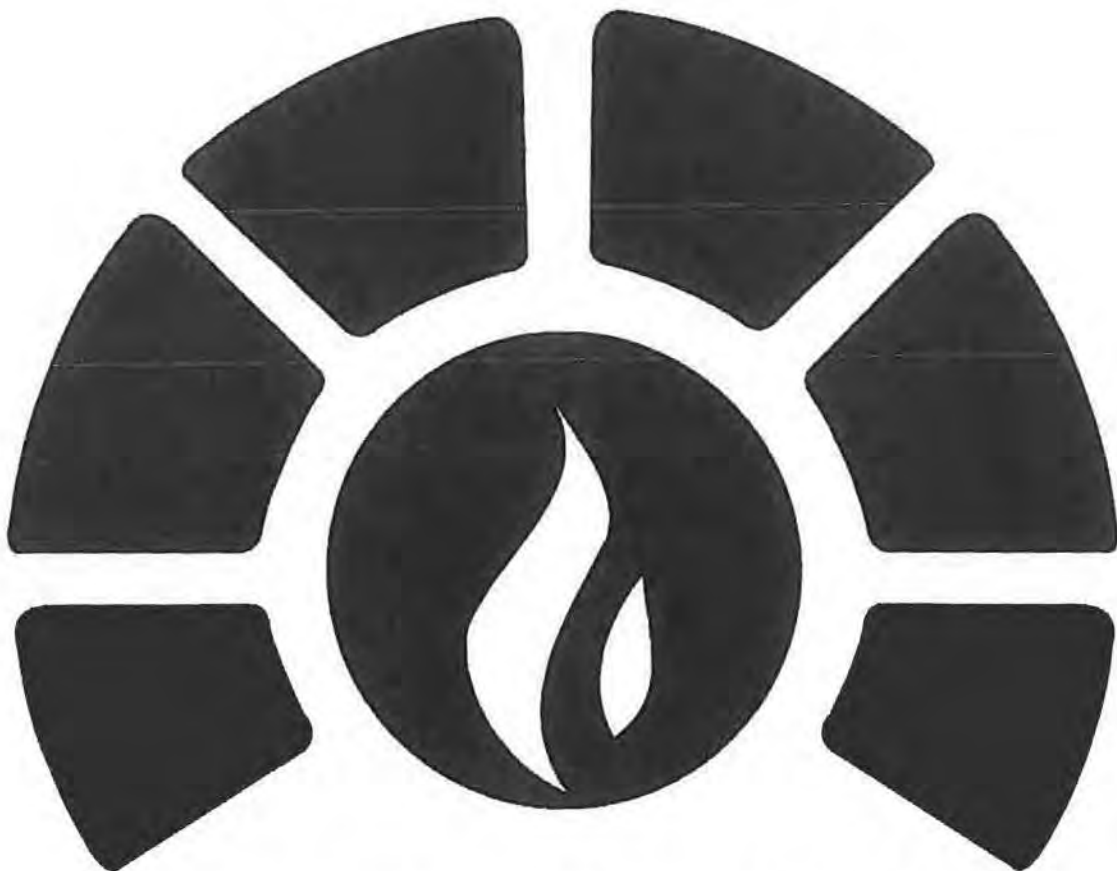
CARITAS

Caritas of Austin

Best Single Source Plus (BSS+)

Best Single Source Plus

City of Austin Monitoring Reports



CARITAS



City of Austin Health and Human Services Department

Community Services Division
Community Based Resources Unit
P.O. Box 1088
Austin, Texas 78767

January 14, 2012

Jo Kathryn Quinn, Executive Director
Caritas of Austin
PO Box 1947
Austin, Texas 78767

Re: Site Visit Report for September 17-18, 2012

Dear Ms. Quinn:

A site visit for Caritas was conducted on September 17 and 18, 2012 at Caritas of Austin's offices at 611 Neches Street. Susan Gehring, *CBR Unit Manager*, Vella Karman, *Grants Coordinator*, and Edna Staniszewski, *Contract Compliance Associate*, for the Community Based Resources Unit of the City of Austin Health and Human Services Department (HHSD) conducted the site visit. The following staff from Caritas were in attendance for part or all of the site visit:

Jo Kathryn Quinn, *Executive Director*
Susan Hartenstein, *Chief Financial Officer*
Christina Hamilton, *Associate Director of Best Single Source Plus and Evaluations*
Michelle Dunivant, *Best Single Source Plus Coordinator*
Valeria Medina, *Client Intake Specialist*

The following reviews were included in this two-day site visit and are included this report:

- Administrative and Fiscal Review (AFR)
- Best Single Source Plus Program and Operations Review

ADMINISTRATIVE AND FISCAL REVIEW (AFR)

Caritas submitted the following documentation to HHSD for the AFR:

- Copy of Form 990
- Minutes of Board Meetings (January, February, and March 2012)
- Independent Auditors' Report (for years ended September 30, 2011 and 2010)
- Fiscal Year Budget (10/1/2010 – 9/30/2011)
- Caritas of Austin Organizational Chart
- FY2012 Budget

I. AGENCY OVERVIEW

1. Caritas of Austin serves the working poor, the homeless, the near homeless, the unemployed and documented refugees. Programs and services include housing stability services, housing services, food services, education, employment and refugee resettlement.
2. Caritas' target populations are facing poverty, experiencing a crisis or working through a crisis, experiencing homelessness, hunger, and/or attempting to transition to mainstream society with limited resources.
3. Caritas has two programs fully funded or partially funded by their City of Austin contracts – Best Single Source Plus and MBHS (Mental and Behavioral Health Services).

II. BOARD OF DIRECTORS

A. Structure

1. Caritas has 17 members on the Board of Directors who meet 10 times a year. Change in board membership occurs in October, and the total number of members is expected to increase to 19. The four standing committees include Executive, Finance and Monitoring, Membership Development, and Resources – and each board member is required to actively participate on at least one standing committee.
2. Board meeting minutes provided to HHSD (for January, February, and March 2012) indicate that a quorum (a simple majority of incumbent members) was present and previous minutes were approved and signed by the president.
3. Board meeting minutes also indicate a regular update/presentation by each of the standing committees, providing significant oversight of the agency's activities and finances.

B. Fundraising and Financial Oversight

1. Board minutes reviewed by HHSD clearly show Board members are active and involved in both fundraising and financial oversight. Minutes for the January 26, 2012 meeting indicate Board awareness and approval of the FY2011 independent audit. January, February, and March 2012 Board meetings minutes also show record of Board approval of monthly financial statements.
2. The Agency Intake Form states, "The board oversees and participates in all of the major fundraising strategies, assisting with direct mail appeals, donor cultivation and stewardship, major donor and capital campaigns, and fundraising events. Board members are also encouraged to set an example by making leadership gifts. In addition, the agency has a 70 member Community Advisory Board (CAB). The CAB, consisting of prominent business and community leaders, helps Caritas raise money through events, donor cultivation and promotes Caritas in the community."

C. Program Performance

Board minutes reviewed indicate the Board is regularly apprised on the agency's performance as it relates to HHSD contracts and other programs.

III. ADMINISTRATION

1. Caritas has had several changes in personnel during the past year, including a new Executive Director. An updated organizational chart will be available in the near future.
2. According to the AFR Agency Administration form, volunteers provided over 30,000 hours of volunteer service in FY2011. In addition to service and community volunteers, Caritas has a highly trained volunteer core called community advocates. Community Advocates complete a 35-hour comprehensive course

curriculum and are partnered with a case manager to mentor an individual client or family as the family moves towards self-sufficiency.

3. Collaborative agreements (MOUs) for the City-funded contract, Best Single Source Plus, have been reviewed, updated and signed by all partner agencies.

IV. FINANCIAL

1. The independent audit report by Maxwell, Locke & Ritter for the years ended September 30, 2011 and 2010 stated that neither significant deficiencies nor material weaknesses were identified. This audit report was presented to the Caritas Board of Directors by Lesley McCarthy and Kristin Wicke on January 26, 2012. Approval of the audit was recommended by the Finance & Monitoring Committee and all Board members present voted in favor of accepting the audit.
2. Caritas collects bids from different audit firms every three years, for the purpose of hiring a firm to conduct their annual independent audit.
3. Financial reports, as well as the independent audit, indicate that Caritas observes sound principles of budgeting and financial management and operates in a fiscally responsible manner.

V. CONTRACT COMPLIANCE AND GENERAL OBSERVATIONS

1. Contractually required regular reports, such as quarterly performance reports and monthly expenditure reports and payment requests, have generally been submitted on time. Caritas staff acknowledge and respond to requests for other information/documents in a timely manner.
2. Any issues with data in required reports have been resolved at the time of this review.
3. Caritas transitioned well into the new HHSD performance measures beginning April 1, 2012.

BEST SINGLE SOURCE PLUS REVIEW of PROGRAM and OPERATIONS

Caritas submitted the following documentation for the Best Single Source Plus program to HHSD:

- BSS+ Program Description
- BSS+ Job Descriptions
- MOUs with all partner agencies participating in BSS+
- Revised MOU
- Pre-Monitoring notification sample email and Checklist forms
- 2012 BSS+ Reporting Schedule; Instructions / Screen shots for various required reports
- Check Request Process description and sample Check Request Log
- BSS+ 2012 Training Manual
- ServicePoint Data Entry Workflow for HMIS
- Sample client file forms
- Sample Request for Reimbursement form
- One active client file

CLIENT SCREENING, INTAKE, ELIGIBILITY

1. Client intake and eligibility forms originated from Best Single Source forms with several updates, changes, and additions. These revisions – many influenced by best practices – provide a more comprehensive screening/eligibility determination and coordinate with data-entry workflow for a more streamlined process.
2. Revised forms and procedures are designed to predict a better program fit for potential clients and lead to program success and housing stability. Additionally, lessons learned from previous contracts have influenced important additions to screening, intake, and eligibility tools.
3. Caritas is adopting more of a “triage” model, attempting to prioritize potential clients with higher needs.

HMIS PROCEDURES, WORKFLOW and DATA QUALITY PROCESSES

1. The data quality review and improvement process for BSS+ is outlined in the manual. The schedule and required steps appear to produce and maintain high quality data in ServicePoint (HMIS), as is required by the contract with HHSD.
2. Data completeness report cards will be required with monthly expenditure reports and payment request submissions to HHSD beginning in January 2013. Caritas anticipated this requirement early-on and worked diligently with partner agencies to be prepared for this requirement. Data quality is expected to be very high for BSS+.
3. In July, Caritas transferred their licenses and technical support contract for ServicePoint to ECHO, as the HMIS Administrator for the Austin/Travis County community. This action demonstrated a commitment to collaboration across the community.
4. Bowman Systems, the vendor for ServicePoint, has been slow in their customer service, technical support, and response times. This proved especially challenging at the beginning of the BSS+ program.

TRAINING

1. Approximately 150 individuals have been trained in some capacity for BSS+, including 50 individuals trained for HMIS data entry for the BSS+ program.
2. A website for program managers and case managers was created: <http://bssplus.wordpress.com/>. The blog-style site is password protected and one must go through training before becoming a registered user to access it. Check request logs can be viewed, as well as announcements, training opportunities, and archives of past information, month by month. Check requests logs are current. The most recent post/archive as of the date of this report was August 2012.
3. The BSS+ Training Checklist and the BSS+ Training Manual (updated as of 8/22/12) are both available on this website for agencies to conduct their own in-house training. Program coordinators stated during the site visit they will be monitoring the quality of in-house training to be sure it meets standards set by the lead agency, Caritas.

COMMUNICATION, MONITORING, AND OVERSIGHT OF PARTNER AGENCIES

1. Initially, collaboration program meetings were held twice a month. Partners helped develop required forms during the early stages of the program. Collaboration program supervisor meetings are now held monthly, as are Executive Director Meetings for the collaboration.
2. Caritas has initiated pre-monitoring visits at all partner agencies, including Caritas. Pre-monitoring has typically taken a half day per agency and includes reviewing financial documentation and a sample of client files.

3. As the lead agency and fiscal agent of the collaboration, Caritas approves every check request and coordinates monthly data quality reports in HMIS. These processes both provide opportunities for oversight.
4. As stated above, Caritas also maintains the website to facilitate communication with partner agencies.

STAFF ROLES AND RESPONSIBILITIES

As with other aspects of the BSS+ Program, staff roles and responsibilities are well thought-out and clearly defined. Proper administration of the program may benefit from additional staff resources. During the site visit and throughout other communications with HHSD, Christina Hamilton and Michelle Dunivant have demonstrated strong organizational skills, leadership, and a high commitment to executing the Best Single Source Program in an efficient, effective, and collaborative manner.

CHECK REQUEST PROCESS, PERFORMANCE REPORTING AND OTHER ITEMS

1. The Best Single Source Plus 2012 Training Manual outlines all check request procedures. A clear separation of duties is apparent and approval signatures are required throughout the process.
2. Policies regarding rush requests, cashier's checks, credit cards, housing supports, and housing locator referrals were provided during the site visit.
3. Report delivery protocol differs from agency to agency, depending on technical capacity and confidentiality issues. Electronic delivery of reports occurs when possible.
4. The grievance process for BSS+ follows the grievance process of each individual agency, at the point of client intake.

REQUIRED ACTIONS

- 1) Send an updated Organizational Chart with new Executive Director and other personnel changes to HHSD Contract Manager no later than March 1, 2013.
- 2) Caritas assumes responsibility of partner agencies keeping current with their insurance, as required in the contract (Contract Section 6.1 and Section 8.20). Caritas will develop a system of tracking insurance certificates for all partner agencies in the BSS+ collaboration and ensure they are current.
- 3) **Updated and signed MOUs with all partner agencies were sent to HHSD prior to this report being finalized. No need for further action.**
- 4) Review the HHSD contract requirements and compare MOUs to verify that all requirements for partner agencies ("subcontractors") are covered.
- 5) Develop a termination letter for clients who are terminated from the program and a policy outlining the process.
- 6) Develop a policy/process for terminating an MOU with a partner agency. Outline the circumstances in which termination would occur.
- 7) Review and revise all forms, policies, manuals, and training materials to reflect any and all recent changes. Those changes might include, but are not limited to, altering the cap for client financial

assistance, dates and calculations for determining eligibility, etc. Be sure to document all updates on the BSS+ website, as a record of communication with partner agencies.

- 8) Quality assurance in documentation and forms completion procedures should include the following:
 - a. No use of white-out on any form for any reason
 - b. Corrections or changes should be made with a single line marked through and initials to the side
 - c. All required and applicable boxes on forms should be checked
 - d. All signatures and dates in proper places

ADDITIONAL MATTERS REQUIRING ATTENTION

A. Program Performance

1. As discussed before the April 1, 2012 start date of the contract, Caritas anticipated lower than projected program performance (numbers of clients being served) during the first few months of BSS+ as the new program was getting started. HHSD contract management staff acknowledge the challenges of starting a new program with a large collaboration and understand why Output numbers might not reach the goal numbers during the first quarter or two.
2. Outcome rates, however, are expressed in percentages and should not be affected in the same way. Although the numerators and denominators would be lower, the Outcome percentages should not be any lower. Outcome 1A (Percent of households at risk of homelessness that maintain housing) was especially low for both quarters reported to date. The explanation for Quarter 2 included "Of the 40 households unstably housed at exit, 26 could not be reached to complete the housing stability assessment. Of those 26, 11 had an exit destination = don't know." This type of explanation raises a red flag about the process for contacting clients upon exit and potentially concern about the efficacy of a program designed to provide housing stability.
3. In the Progress Report submitted by Caritas on November 15, 2012 the following response to this concern was stated. "Action: We plan to review the first 6 months of data with partner agencies, review standards for exiting clients and recording data and discuss new ideas to overcome any barriers. Additionally, we will review the 'reason for leaving' question on each exit assessment more closely and problem solve with the agencies."
4. Caritas should continue to work toward improving program outcomes. Caritas should maintain communication with the HHSD contract manager about progress made, any changes to policy/procedures, and persistent barriers to producing targeted performance.

B. Contract Spending Rates

1. As discussed on several occasions, the monthly and cumulative spending rates of the BSS+ contract are well below anticipated expenditures to date. The recent budget revisions under negotiation are expected to significantly address this issue.
2. Also discussed on several occasions, the monthly and cumulative spending rates for the MBHS contract are well below anticipated expenditures to date. Various strategies for increased client participation in the program and additional staffing have been discussed.
3. Caritas should make every effort to increase services and raise expenditures to appropriate levels. Caritas should also maintain frequent communication with the HHSD contract manager regarding spending progress of both contracts and any adjustments that need to be made throughout the remainder of the contract terms.

If you have any questions or comments regarding this report, please feel free to contact me at 512.972.5064. I greatly appreciate your time and participation in this process.

Sincerely,



Vella Karman
Grants Coordinator/Contract Manager

Cc: Susan Hartenstein, Chief Financial Officer,
Joe Lea, Board President



**Austin/Travis County
Health and Human Services Department
P.O. Box 1088
Austin, Texas 78767
Phone: 512-972-5010 Fax: 512-972-5082**

September 13, 2013

Jo Kathryn Quinn, Executive Director
Caritas of Austin
611 Neches Street
Austin, TX 78701

Subject: City of Austin, Contract Compliance Unit - Contract Monitoring Results, Best Single Source Plus

Dear Ms. Quinn:

On behalf of the Austin/Travis County Health and Human Services Department (HHSD) Contract Compliance Unit (CCU), I would like to thank you for your time, preparation and assistance throughout the on-site monitoring process.

Natalie Cuccia, Larry Hopkins and Stephnie Connell of HHSD CCU conducted an on-site monitoring of Caritas of Austin on Tuesday, June 18th through Friday, June 21st, 2013. Their review included examination of the administration, financial and programmatic aspects of the Best Single Source Plus (BSS+) program. The monitoring activity was associated with HHSD Contract #: NG120000007. The Contract Period examined was October 1, 2012 through September 30, 2013.

HHSD recognizes the value Caritas of Austin brings to the community through provision of essential safety net and basic needs services to individuals and families. CCU monitors noted exceptional operation of the program, including practices in place to assure accountability in implementation of program activities. Of special note is the check request process for payment of direct assistance; standardization of client eligibility forms; interactive training software; and a program website with real-time content on payment processing, program forms and news/updates.

Additionally, the facility tour demonstrated a well-organized and comprehensive organization with the capacity to impact the lives of people who are experiencing homelessness and other barriers to self-sufficiency. It is evident that Caritas employs a dedicated, knowledgeable and diverse staff, as well as a large volunteer base. Caritas' capacity to reach a diverse client base, including refugees is without question.

Findings: 0 Findings are issues identified that *do* violate federal, state, or local law, breach the terms of the contract or are deemed serious enough as to jeopardize the quality return on investment from community partners.

No Findings associated with this monitoring.

Concerns: 5 Concerns are issues identified that *could* lead to violations in federal, state, or local law, breach the terms of the contract or jeopardize the quality return on investment from community partners.

1. Inadequate Separation of Duties for receipt of incoming mail containing monetary donations

The policy indicates that the executive assistant retrieves and opens incoming mail, and prepares the daily deposit log.

RECOMMENDATION

Revise the policy to incorporate separation of duties when opening incoming mail containing monetary donations, receipt of funds, or other types of monetary receipts. HHSD recommends a 2nd employee be present and observe mail being opened. The policy should require duplicate documentation indicating agreement between the two (2) parties that the log entry is accurate. Refer to Attachment B, Internal Procedures for Handling Funds Received for best practice examples.

HHSD acknowledges Caritas response stating potential issues regarding additional staff time and possible additional hiring required to mitigate the concern. HHSD's review of the 2011 and the 2012 audit did not identify any ongoing concerns; however staff indicated that auditors had identified the same concern which further validates the need to implement a more sound practice.

A Management Response is required for this concern. The concern is listed on your Management Response Form (Attachment A).

2. Inadequate controls for receiving and processing cash donations at off-site special fundraising events

Financial Policies and Procedures indicate inadequate controls for transferring cash donations received off-site at special fundraising events. The policy does dictate that two (2) employees are required to count donations and verify that the amounts agree. However, in cases where the donations cannot be brought back to Caritas offices immediately following the event, the policy states that donations are given to a Director. There is no further detail pertaining to documentation requirements or a "hand off" procedure for funds from employee(s) to a Director. Additionally, there was no procedure observed for transferring funds from a Director to accounting staff, which should include documenting the receipt by the accepting party. Accounting of the funds should begin with the employees at the event and carry through to the individual(s) for receipt of funds in the accounting department. There is also no specified timeframe by which funds collected are submitted.

RECOMMENDATION

Revise policy to assure the following: A triplicate copy should be generated with the original and a copy issued to a Director (or surrogate) when the funds are transferred. The Director should be required to sign the receipt indicating that the funds were transferred into their possession. The copy of the receipt should be submitted by the staff member(s) to the accounting staff on the next business day. The staff should make a copy of the receipt for their records prior to turning in the receipt to the accounting department. The Director should provide the original copy of the receipt upon submitting funds to the accounting staff for recording in the financial system on the next business day. The copy should be retained by the Director after it is signed by an accounting staff member. In cases where the funds or receipts cannot be submitted on the next business day, a short, specified time limit should be added to the policy for a Director to submit the donated funds. In general, transferring of real cash or negotiable instruments from one person to another should be kept to a minimum and timely deposits of funds (typically within 24 hours) should be a standard practice.

A Management Response is required for this concern. The concern is listed on the Management Response Form (Attachment A).

3. Income Calculations did not correctly determine gross income

Of fifty-four (54) client files reviewed CCU noted two (2) instances of incorrect calculation of income resulting in inaccurate determinations of gross income. Client Eligibility Standards implemented May 1, 2013 state "Client income amounts must reflect Gross Income, before any deductions." Refer to client files: ABC-51675; CA-51765.

RECOMMENDATION:

Caritas should work with staff and sub-contractors to implement a procedure or worksheet for staff to use to convert weekly income to monthly and annual income. HHSD urges Caritas to establish methodologies to assure correct income calculations. Examples of tools provided via email demonstrate correct methodologies for determining income. HHSD offers these as a supplement to the Client Eligibility Guidelines. Caritas and subcontractor staff must be cognizant of the fact that adding four (4) weekly pay stubs together and multiplying by twelve (12) or adding two (2) biweekly paystubs together and multiplying by twelve (12) does not correctly determine annual income. The result in either instance is a calculation of forty-eight (48) weeks pay, not fifty-two weeks that actually comprise a year. Suggested methods are listed below. Please seek Technical Assistance from your Contract Manager when needed.

- *Gross Weekly Income x 52 Weekly Pay Periods = Gross Annual Income Divided by 12 Months = Gross Monthly Income*
- *Gross Bi-weekly Income x 26 Bi-weekly Pay Periods = Gross Annual Income Divided by 12 Months = Gross Monthly Income*
- *Gross Twice Monthly Income x 24 Twice Monthly Pay Periods = Gross Annual Income Divided by 12 Months = Gross Monthly Income*
- *Gross Monthly Income x 12 Monthly Pay Periods = Gross Annual Income Divided by 12 Months = Gross Monthly Income*

HHSD accepts Caritas' request to drop client files CA-131761 and ABC-49278 from this concern due to client intake being conducted before May 1, 2013, when the new Client Eligibility Guidelines went in effect.

A Management Response is not required for this concern.

4. Unable to determine family/household size

In one (1) file reviewed, CCU noted that a member was counted as being part of the household, but only resides in the household on weekends. CCU determined that member should not have been counted. This has the potential to affect eligibility as household size is a factor in determining total household income. Refer to client file: ASA-51788

RECOMMENDATION:

While the Client Eligibility Guidelines implemented May 1, 2013 do not specify a methodology for how to determine household size, HHSD recommends that Caritas establish methodologies to assure consistency and justification for household/family size determinations. HHSD acknowledges Caritas request to remove this concern. However, HHSD believes that evaluation of the file in question represents sound methodological practice. HHSD recommend Caritas assure documentation is clear in regard to members who may intermittently live in the household and document changes in living circumstances. Professional judgment should be used to determine whether the household member should be counted based on overall time spent in the household. Evaluate the part-time member's use of resources while in the household, as well as income. Assure clear case notes are present in the file. Seek technical assistance from your Contract Manager when needed.

A Management Response is not required for this concern

5. Documentation in files missing date stamps

Three (3) client files reviewed did not have date stamps for documents relevant to eligibility determination. Client Eligibility Requirements implemented May, 1, 2013 state "Date of receipt by agency must be indicated on all documentation in client file." Refer to client file: ASA-51254, CA-49582, CA-110908.

RECOMMENDATION

Assure all documentation relevant to client eligibility received from the client is date stamped upon receipt. Examples included copies of government issued photo identification, property rental lease, any employment/income documentation such as pay stubs, SS/SSI/SSDI benefits letters, statement from employer, child support statements, Medicaid/SNAP benefits letters, statements of residency, statements of household contributions and any additional external documentation pertinent to eligibility determination. Per discussion during the Exit Conference on September 14, 2013, faxed documents that contain a date received are acceptable as date stamps.

HHSD accepts Caritas' request to drop client file and ABC-49278 from this concern due to client intake being conducted before May 1, 2013, when the new Client Eligibility Guidelines went in effect.

A Management Response is not required for this concern

For Concerns 3, 4, and 5 HHSD recommends periodic sampling of files to assure compliance with the Client Eligibility Requirements and ongoing training opportunities for case workers and other employees involved in client eligibility determination and file maintenance.

Observations

CCU noted the following items in their review of client files. Although these issues do not rise to the level of a concern or finding, they are offered to Caritas staff for consideration to improve the client eligibility determination process.

- The Best Single Source Plus Enrollment Form does contain a space for client and staff signatures. Including signature lines for both the staff member provides official, legally defensible assurance that the client understands and agrees with the information on the enrollment form.
- It did not appear that clients were completing the Best Single Source Plus Enrollment form. HHSD recognizes that the ability to self-complete forms pertaining to eligibility will vary from client to client. Caritas should provide the client an opportunity to complete forms before completing them for the client.
- Several files contained blank forms that appeared to be immaterial to the client's eligibility or services (all Any Baby Can files). Caritas should address this with their subcontractor.

A Management Response to this report is required for Concern's one (1) and two (2). A Management Response form is included with this report (Attachment A). Unless notified otherwise, your Management Response Letter is **due by close of business on XX-XX-2013** (fifteen {15} business days after the postmark on this letter).

CCU requires that Caritas Management share this report with Board Members and staff involved with implementing the corrective actions cited in this report and the Corrective Action Plan that will be developed from this report. CCU also requires that Caritas Management share this report with its accounting firm, in order that the report contents can be considered in the accounting firm's annual audit.

If members of your staff have questions regarding any of the content of this report, please e-mail the question to the Contract Compliance Unit at hhsdcca@austintexas.gov and a response will be provided.

Best regards,



Carlos Rivera, Director

Cc: Joe Lea, Board Chair, Caritas of Austin
Kymberley Maddox, Chief Administrative Officer
Stephanie Hayden, Assistant Director, Community Services
Robert Kingham, Manager, Community-Based Resources
Stephnie Connell, Manager, Contract Compliance
Vella Karman, Contract Manager
Laura Diaz, Internal Auditor

Attachment A: Management Response Form
Attachment B: Internal Procedures for Handling Funds Received

MANAGEMENT RESPONSE FORM

Attachment A

Caritas of Austin - Best Single Source Plus

The descriptions below should assist you with completing your action plan:

- **Finding/Concern:** Provided by the Contract Compliance Unit (CCU). Outlines the finding(s) and the justification for the finding(s). Also includes the required action(s) for each finding.
- **Implementation Strategies:** Describe the strategy or strategies that will be used to implement the required action(s) from the monitoring report.
- **Current Status:** Designate whether the current status of the required action is:
 1. *Planned* (action has not begun),
 2. *Underway* (action is currently taking place, but is not complete), or
 3. *Implemented* (action has been completed).
- **Proposed Completion Date:** Date when required actions will be completed.
- **Responsible Individual:** Denote name and title of person having primary responsibility to ensure action is taken and the required action is implemented.

Finding/Concern		Implementation Strategies	Current Status	Proposed Completion Date	Individual Responsible
1.	Inadequate Separation of Duties for receipt of incoming mail containing monetary donations	Our policies will be changed to include that a second staff member will accompany our Executive Asst to pick up and open the mail. A listing of the funds received will be prepared as is currently done and both employees will initial the listing indicating their agreement with the total. This listing will be turned into the accounting department to reconcile with the bank statement.	Planned	11/1/13	Susan Hartenstein, CFO

MANAGEMENT RESPONSE FORM

2.	Inadequate controls for receiving and processing cash donations at off-site special fundraising events	Our policies will be expanded to dictate that two (2) employees are required to count funds received at events and verify that the amounts agree. Both will be required to initial the receipt indicating their agreement with the total. When the funds are handed off to the staff member (a Director when possible) who will have custody of the funds until they are taken to the office to be processed, a receipt will be issued indicating their agreement with the amount taken into their custody. The original receipt signed by the two counters will be turned in with the funds to be deposited. In instances when the funds cannot be returned directly to the office (for example, when the event is in the evening), the funds will be given to a Director for safekeeping and the funds brought to the office for processing the next business day. Both the original receipt and the receipt issued by the staff member taking the funds are to be turned into the accounting department to match with the deposit.	Planned	10/15/13	Susan Hartenstein, CFO
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City of Austin Health and Human Services Department

Community Services Division
Community Based Resources Unit
P.O. Box 1088
Austin, Texas 78767

September 23, 2013

Jo Kathryn Quinn, Executive Director
Caritas of Austin
PO Box 1947
Austin, Texas 78767

Re: Report for Site Visit on August 19, 2013

Dear Ms. Quinn:

A site visit for Caritas of Austin was conducted on August 19, 2013 at Caritas' offices at 611 Neches Street. The focus of this site visit was performance review. Vella Karman, *Grants Coordinator*, and Edna Staniszewski, *Contract Compliance Associate*, for the Community Based Resources unit of the City of Austin Health and Human Services Department (HHSD) conducted the site visit. The following staff members from Caritas were in attendance for all or part of the site visit:

Jo Kathryn Quinn, *Executive Director*
Susan Hartenstein, *Chief Financial Officer*
Lori Frasco, *Director of Housing Services*
Christina Hamilton, *Associate Director of Best Single Source Plus and Evaluations*
Preston Petty, *Best Single Source Plus Program Coordinator*
Sarah Stanton, *Best Single Source Plus Program Coordinator*
Sherry Blatherwick, *Housing Programs Manager*

Prior to the site visit, the HHSD contract manager conducted Annual Desk Reviews for both the Best Single Source Plus (BSS+) contract and the Mental and Behavioral Health Services (MBHS) contract. The desk review for each contract consisted of the sections below. Notable items for each contract follow:

- Financial Review
- Performance Review
- Technical Assistance Review
- Administrative Review

Best Single Source Plus

As of the Annual Desk Review dated July 3, 2013, the following items were noted:

- 1) Budget revision and staffing changes implemented on 2/1/2013, along with program ramp-up, have resulted in increased spending rates and on-target projections for contract term.
- 2) All required HMIS data reports earned "Excellent" scores.

- 3) Q1 and Q2 performance in FY13 has been lower than contracted goal. Increases expected during remainder of year and into FY14, as more clients are served, receive case management and exit the program.
- 4) Lower performance was expected at the beginning of the contract, but program "ramp-up" took longer than originally anticipated and performance has continued to lag. A contributing factor has been clients in longer periods of case management than initially projected, which leads to delayed program exit and delayed reporting of outcomes. Caritas has been diligent about communicating challenges and strategies for improvement throughout the contract to date.

MBHS

As of the Annual Desk Review dated July 3, 2013, the following items were noted:

- 1) Initial low spending has increased over time with program maturity, additional related services and more clients opting to take advantage of program services. Increased spending is still required to expend all contract funds within the contract term.
- 2) HMIS data quality reports were submitted with a score of "Excellent" for Feb – Jun. January's report was not submitted due to technical difficulties. These technical problems were communicated to the HHSD contract manager in a timely manner.

I. AGENCY AND PROGRAMS OVERVIEW

1. Caritas of Austin serves the working poor, the homeless, the near homeless, the unemployed and documented refugees. Programs and services include housing stability services, housing services, food services, education, employment and refugee resettlement.
2. Caritas' target populations are facing poverty, experiencing a crisis or working through a crisis, experiencing homelessness, hunger, and/or attempting to transition to mainstream society with limited resources.
3. Caritas has two programs fully funded or partially funded by the City of Austin – Best Single Source Plus (BSS+) and Mental and Behavioral Health Services (MBHS).
4. Caritas has signed a Memorandum of Understanding with Salvation Army for inclusion in the BSS+ collaborative and referrals are beginning through Salvation Army's Passages program.
5. Caritas continues to explore ways to collaborate with the WERC program, with which they maintain an MOU, and representatives of both collaboratives will be at the BSS+ Executive Directors meeting in October.

II. OVERALL CONTRACT PERFORMANCE

BSS+

1. Over the first three quarters of FY13, Caritas has served 3,013 individuals in BSS+. This number constitutes 67% of the annual Output goal of 4,494 unduplicated clients.
2. Over the first three quarters of FY13, Caritas has reported BSS+ outcome performance of 62% of households at risk of homelessness that maintain housing and 64% of households transitioning from homelessness into housing. These outcomes are below the annual goal of 80% for each measure. Caritas has been working with collaborative partners and with the HHSD contract manager to improve outcome rates.

MBHS

1. Over the first three quarters of FY13, Caritas has served 61 clients in the MBHS program, far exceeding the annual goal of 42 unduplicated clients served.
2. Over the first three quarters of FY13, Caritas has reported MBHS outcome performance of 62.5% of individuals whose Global Assessment of Functioning (GAF) score increases. This is well below the annual goal of 79%. However, the total number of individuals evaluated with the GAF and those with improved mental health status as measured on the GAF have exceeded annual goals. Individuals who have improved GAF scores are at 204% of goal, while total number of individuals served and evaluated with the GAF is 259% of goal.
3. We discussed the outcome definition mandated by HHSD in Amendment No. 1 of the 4/1/12 – 9/30/14 MBHS contract, which requires using the GAF assessment tool and presents challenges for accurately capturing client improvements and consequently, reporting program outcomes. This required assessment tool will likely change in the future, given changes in the newest version of the DSM.

III. CLIENT ELIGIBILITY REQUIREMENTS FOLLOW-UP

1. Caritas' BSS+ contract and MBHS contract were each amended in April 2013 to include *Exhibit A.3, Client Eligibility Requirements*.
2. Caritas worked with necessary partners to review and update all policies, procedures, and program forms to reflect the new contract requirements. Updates were implemented and effective May 1, 2013 for all new clients entering the program.
3. No significant barriers were reported by Caritas for determining client eligibility in accordance with the new requirements. Caritas staff continue to contact the HHSD contract manager for guidance with clarifying questions and specific client situations as they arise.
4. During the recent HHSD Contract Compliance Unit's monitoring of Caritas, an income calculation tool was shared with Caritas staff. This tool and accompanying instructions were discussed during the site visit on 8/19/13, and Caritas has plans to incorporate some of the clarifying calculation tools into their processes.

IV. PERFORMANCE REVIEW

The *Performance Review* section of the On-Site Review Checklist was used for this site visit. A copy of the On-Site Review Checklist was sent to Caritas prior to the 8/19/13 site visit. Brief responses to the *Performance Review* questions are listed below.

- A. Yes, written materials, project files, and staff interviews indicate contract activities are consistent with the contract terms/provisions.
- B. Yes, there is documentation to verify reported results for specific performance goals stated in the contract. Caritas uses ServicePoint (HMIS software) to maintain client records of program entry/exit and services delivered for both BSS+ and MBHS contracts. This practice aligns with HHSD contract requirements. Client records and reports are accessible to HHSD staff who maintain an HMIS user license, including the HHSD contract manager for these contracts.

- C. Client files were not inspected during this site visit, due to a recent file review by HHSD's Contract Compliance Unit (CCU) during On-Site Monitoring June 18-20, 2013. The final report from CCU was released September 13, 2013.
- D. Additional contract requirements include monthly HMIS data quality reports submitted with each expenditure report/payment request. These reports are required for both BSS+ (including Caritas and all subcontractors, excepting SafePlace) and MBHS. All data quality reports have been submitted on time and with an "Excellent" score for data quality. Caritas also provides to HHSD a quarterly supplemental program performance report required by the other funder of this program, Travis County Health & Human Services and Veterans Service. This supplemental report details specific services and dollar amounts of financial assistance provided to clients by each agency in the BSS+ collaborative.

V. OTHER NOTABLE ITEMS

- According to Caritas staff, a recent monitoring of BSS+ by Travis County Health & Human Services and Veterans Services recommended documentation of clients receiving a Grievance Policy during program entry into BSS+. Caritas indicated they will be working on that procedure.
- HHSD initiated some questions about the case load and performance of one agency in the BSS+ collaborative, Catholic Charities of Central Texas, who have 2.5 FTE case managers working in the program. Caritas staff will look into this matter and follow up with the HHSD contract manager.
- Caritas is continuing their efforts to reach other populations in the community with BSS+ services and will keep the HHSD contract manager apprised of any progress in this area.

In summary, the HHSD site visit at Caritas produced a satisfactory report of overall contract performance, client eligibility requirements, and program performance.

If you have any questions or comments regarding this report, please feel free to contact me at (512) 972-5064. I greatly appreciate your time and participation in this process.

Sincerely,



Vella Karman

Grants Coordinator/Contract Manager

Cc: Letter will also be sent electronically



**Austin/Travis County
Health and Human Services Department
Contract Compliance Unit**

**P.O. Box 1088
Austin, Texas 78767
Phone: 512-972-5010 Fax: 512-972-5082**



January 7, 2014

Jo Kathryn Quinn, Executive Director
Caritas of Austin
611 Neches
Austin, TX 78701

Re: Close-out of On-site Monitoring for Caritas of Austin - Best Single Source Plus
Contract #: NG120000007
Monitoring Dates: June 11 -14, 2013

Dear Ms. Quinn:

This letter provides formal notification of the close-out of the on-site monitoring of your agency's contract (NG120000007) with the City of Austin (COA), Health and Human Services Department (HHSD). The monitoring was conducted by HHSD Contract Compliance Unit (CCU) staff, Natalie Cuccia, Larry Hopkins, and Stephnie Connell on June 11 -14, 2013.

The Contract Compliance Unit and your Contract Manager, Vella Karman, congratulate you on successfully developing, implementing, and completing the requirements of the Corrective Action Plan.

Your contract manager will be your ongoing contact and will work with you to resolve questions that you might have. In addition, your contract manager will review various business records, policies, procedures, and client files to assure ongoing compliance with the terms of your contract. HHSD Contract Management staff has responsibility for setting your Monitoring Level. Your agency's monitoring level remains at **Level 1**, the lowest monitoring level.

Thank you for your assistance and cooperation during the on-site monitoring process. We appreciate you and your agency assisting Austin in becoming the most livable city in the country.

Best wishes,

Stephnie Connell
Manager, Contract Compliance Unit

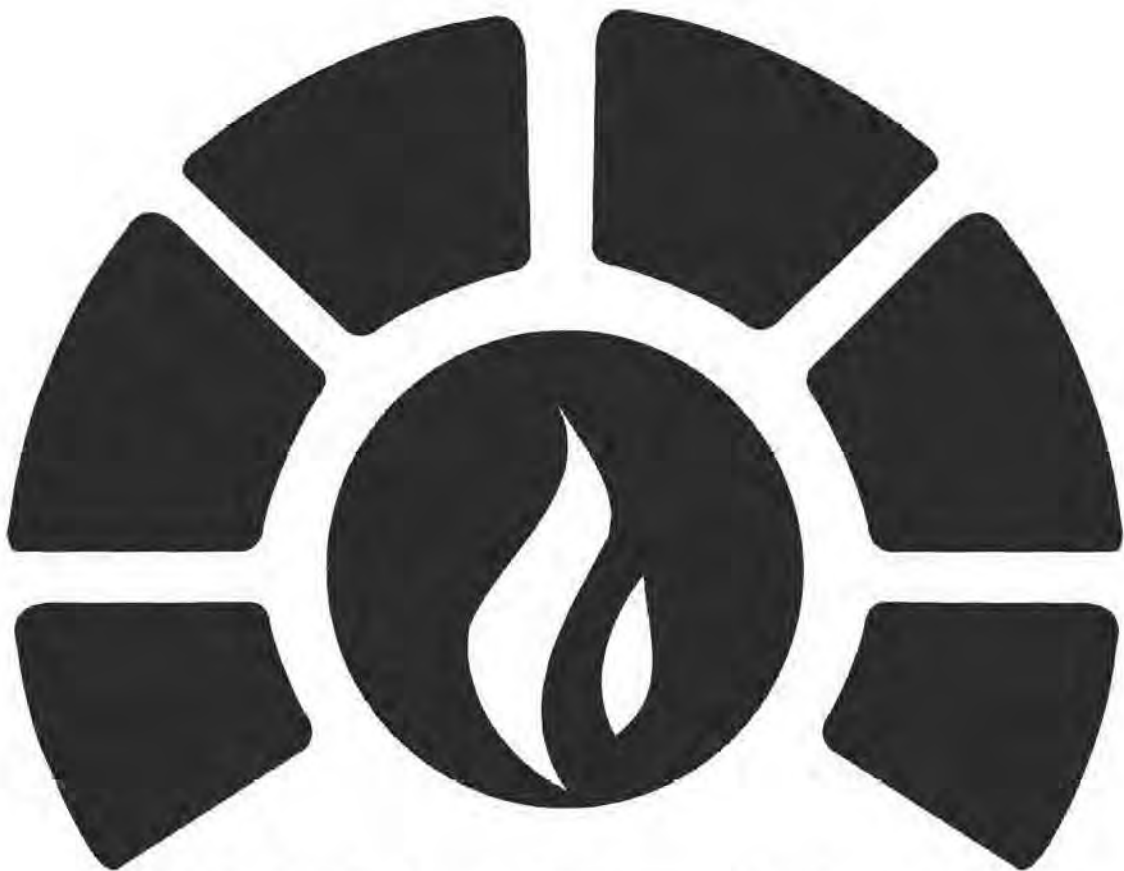
cc: Joe Lea, Board President, Caritas of Austin
Kymberley Maddox, Chief Administrative Officer
Stephanie Hayden, Assistant Director, Community Services
Robert Kingham, Manager, Community-Based Resources
Vella Karman, Contract Manager
Laura Diaz, Internal Auditor

Caritas of Austin

Best Single Source Plus (BSS+)

Best Single Source Plus

Travis County Monitoring Reports



CARITAS



Travis County Health and Human Services & Veterans Service

P.O. Box 1748, Austin, Texas 78767
(512) 854-4100 Fax (512) 279-2197

August 7, 2012

David Sheldon, Board President
Caritas of Austin
611 Neches
Austin, Texas 78701
dsheldon@zydecodevelopment.com

RE: Travis County Contract # PS090093RE & PS090092RE 2012 Compliance Desk Reviews

Dear Ms. Aaronson,

This letter is to inform you that I have completed the 2012 compliance desk reviews of the above referenced Travis County contracts. The monitoring reviews included administrative and finance reviews for the years 2011-2012.

Finding: The Caritas contracts are reimbursement only contracts. I found that in March, 2012, the Basic Needs contract billed the County for a charge that had not been paid. In June, 2012, I instructed staff at Caritas to credit their next invoice for the unpaid amount of \$71.05 and review all 2012 invoices to Travis County and assure that all expenses billed to the contracts are appropriate and have been paid, prior to billing.

Corrective Action: No later than September 7, 2012, submit written assurance that; 1) Caritas has reviewed all 2012 Travis County invoices and corrected any other billing errors, and 2) an internal billing review process designed to eliminate future billing errors.

No other findings, recommendations or concerns were identified during my review.

I commend you for the work provided to the community by Caritas of Austin.

Sincerely,

A handwritten signature in cursive script, reading "LaDonna Brazell".

LaDonna Brazell
Contract Compliance Specialist
HHS Finance Division
512/854-7875
ladonna.brazell@travis.co.tc.us



CARITAS OF AUSTIN

611 Neches Street

P.O. Box 1947

Austin, TX 78767-1947

www.caritasofaustin.org

ADMINISTRATION

512.479.4610

Fax 512.472.4164

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ThunderCloud Subs

Jo Kathryn Quinn

Executive Director



August 16, 2012

Ms. Ladonna Brazell

Travis County Health and Human Services & Veterans Service

P.O. Box 1748

Austin, TX 78767

**RE: Travis County Contract # PS090093RE &
PS090092RE 2012 Compliance Desk Reviews**

Dear Ms. Brazell,

Caritas has reviewed all 2012 Travis County invoices and noted that no other instances where a contract had been billed for a charge that was not yet paid. The circumstance that was noted was an unusual occurrence as we had entered into a new contract for copier and printer services and there was a dispute over the amount that was owed. We had to wait a significant amount of time for the vendor to correct their error before the invoice could be paid. Procedures are in place to prevent this from occurring in the future.

Sincerely,

Susan Hartenstein

CFO



Travis County Health and Human Services & Veterans Service

P.O. Box 1748, Austin, Texas 78767
(512) 854-4100 Fax (512) 854-4115

June 21, 2013

RE: Travis County Contracts: Numbers PS090092RE & 4400001015; Caritas of Austin, Monitoring Visit

Hello Ms. Quinn!

6th & 7th

Please accept this letter as official notification that we have scheduled a monitoring visit to review compliance with your Travis County contract on ~~August 7th and 8th~~ *6th & 7th*, beginning at 9 a.m. The monitoring visit will include an administrative, financial, and performance review of the program funded by the County.

Please have the following documents available for review:

- Current Articles of Incorporation and Agency By-Laws
- 501 (c)3 letter
- Current Board of Directors' Roster, with officers and terms indicated
- Board Minutes and Agendas for the past twelve months
- Organizational Chart
- List of Employees and titles
- Most recent IRS 990 and 941 or 944
- Most recent Independent Audit/Financial Review
- Financial Policies & Procedures Manual
- Personnel Policies
- General Ledger and Trial Balances for the months of October, 2012 and April, 2013
- Chart of Accounts
- Invoices and backup documentation for the months of October, 2012, and April, 2013
- Payroll allocation and time sheet records, if applicable
- Monthly expenditure reports, billing reports for the selected months
- Cash disbursements journal, general ledger, trial balances
- Agency's contracts and leases, if applicable
- Cost allocation plan, if applicable
- Client files, if applicable

Note: We did not receive a monitoring visit summary report from the County. Action items were covered at the Exit Conference. See the attached emails showing Caritas' follow-up response.

For the performance review, please have back-up documentation for the services provided during the months of January, February and March, 2013. Performance documentation should be sufficient to support the information reported to Travis County for this period, i.e., names, eligibility determination, services provided, dates, etc.

Should you have any questions please contact one of us.

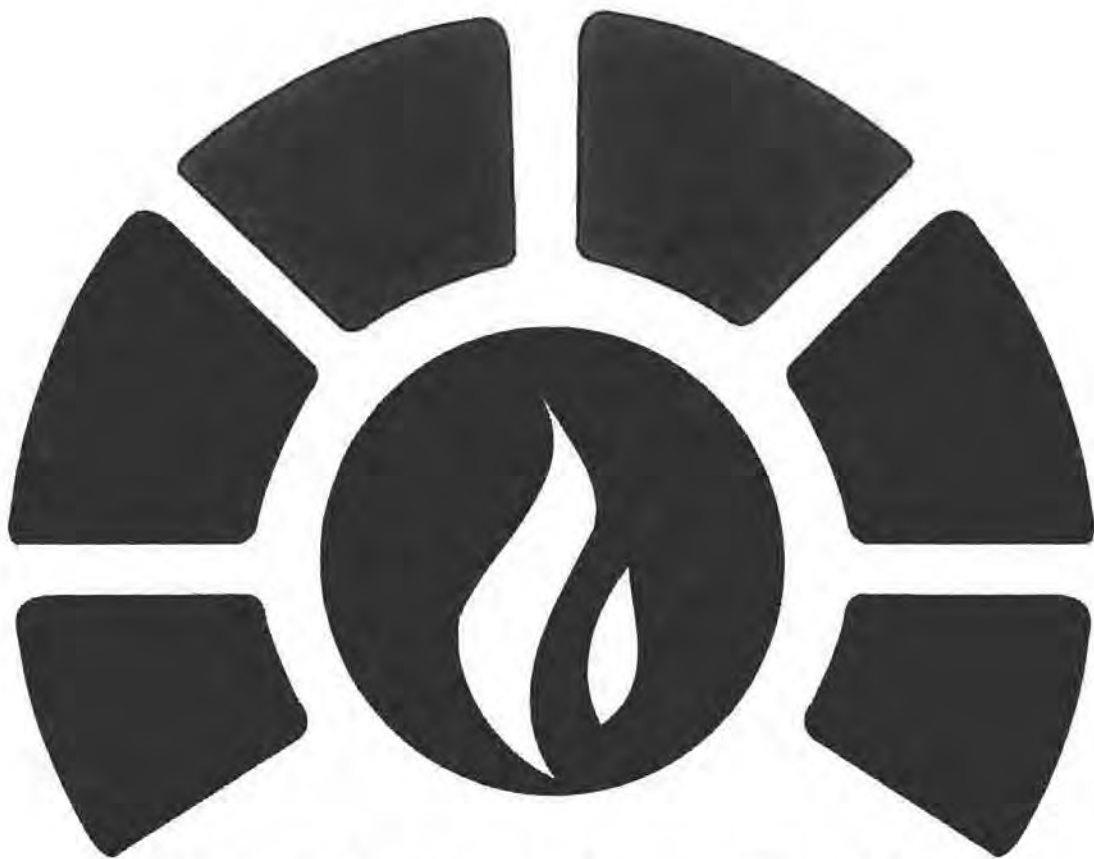
Sincerely,

LaDonna Brazell
Contract Compliance Specialist
HHS Finance Division
512/854-7875
ladonna.brazell@travis.co.tx.us

San Juana Gonzales
Contract Compliance Specialist
HHS Finance Division
512/854-4122
SanJuana.Gonzales@travis.co.tx.us

cc: Rachel Coff, Christina Hamilton, Susan Hartenstein, David Nobles, Adelita Winchester

Best Single Source Plus (BSS+)
US Department of Housing and Urban Development
Continuum of Care—Permanent Supportive Housing
Monitoring Report



CARITAS

MAY 08 2013

6JD: 2010 SHP File
6JD: Reading File
6JD:HETTLER:mgh/05/02/13

Ms. Lori Frasco
Director of Housing Services
Caritas of Austin
P.O. Box 1947
Austin, Texas 78767-1947

Dear Ms. Frasco:

SUBJECT: On-site Monitoring Review – Caritas of Austin
Supportive Housing Program (SHP) – My Home, My Home Too
and Spring Terrace

An on-site monitoring review of the My Home, My Home Too and Spring Terrace SHP Projects, was conducted on April 1 - 9, 2013 by Marie Hettler of our staff. Monitoring reviews are designed to evaluate a grantee's HUD-assisted programs and to ensure compliance with program requirements. Monitoring activities also serve as the primary means by which the Department carries out statutorily mandated responsibility.

The enclosed report summarizes our conclusion of the monitoring review. We wish to thank you and your staff for the professional courtesy and cooperation in providing the various submissions required before and during the monitoring review.

Should you have any questions, please contact Marie Hettler, Senior CPD Representative, at (210) 475-6800, Ext. 2294; or e-mail marie.g.hettler@hud.gov.

Sincerely,



Elva F. Garcia, Director
Office of Community Planning
and Development

Enclosure

6JD
m. Hettler
HETTLER
5/6/13

MONITORING REPORT

April 01 - 09, 2013

GRANTEE NAME: Caritas of Austin

PROJECT NAME: My Home – TX0030B6J031002
My Home Too – TX0031B6J031001
Spring Terrace – TX0040B6J031003

PROGRAM REVIEWED: Supportive Housing Program (SHP)

TYPE OF REVIEW: On-site Monitoring

PURPOSE OF REVIEW: The purpose of this monitoring visit was to determine whether activities and related services are delivered in accordance with applicable regulatory standards, the Grantee's Continuum of Care application and related grant agreements.

HUD MONITOR CONDUCTING REVIEW:

Marie Hettler Senior CPD Representative

GRANTEE STAFF IN ATTENDANCE:

Lori Frasco	Housing Services Director
Sherry Blatherwick	SHP Program Manager
Susan Hartenstein,	Chief Financial Officer
David Nobles	Grants/Contracts Manager

SCOPE OF MONITORING

Caritas of Austin administers the Supportive Housing Program (SHP) and utilizes SHP funds for providing assistance through its Permanent Housing (PH) program. Aside from permanent housing, this program provides supportive services (i.e. case management, transportation, basic furnishings, identification card fees, and translation services to non-English speaking clients) to homeless individuals. This on-site monitoring consisted of reviewing in-house procedures; client file documentation; conducting staff interviews; and a visual inspection of rental units. The monitoring of these activities encompassed client eligibility, supportive services, project progress, housing, overall program management, and other program requirements.

I. CLIENT ELIGIBILITY

In accordance with **24 CFR 583.5**, participant files must document that the individual or families were homeless prior to entry. For Permanent Housing projects, client files must also demonstrate disability of homeless individual or family member(s).

During the period reviewed Caritas assisted 86 clients which included 39 with the My Home project; 23 with the My Home Too project; and 24 with the Spring Terrace project. Of the clients assisted, 12 of the client files were reviewed for homeless eligibility (four from each project equivalent to 14% of clients assisted).

During HUD's previous monitoring of this SHP program, we had a finding in this area of client eligibility; whereby the client's disability was not properly documented prior to entry. However, the client file documentation reviewed during this monitoring was found to be in good order, properly documenting disability and homelessness eligibility.

As set forth in **24 CFR 583.300(f)**, at least one homeless or formerly homeless person must participate in the policy decision-making process.

Based on documentation submitted for review, we found that a formerly homeless person is a member of Caritas of Austin's Board of Directors; the individual's name was provided to HUD in writing and made part of this monitoring file. As such, Caritas was found to be in compliance with the above referenced standard.

II. SUPPORTIVE SERVICES

Based on **24 CFR 583.300(d)**, each recipient of assistance under this part must conduct an ongoing assessment of the supportive services required by the residents of the project and the availability of such services, and make adjustments as appropriate.

A review of documentation submitted for the same twelve participants from Caritas' permanent housing programs revealed that periodic assessments of the client's supportive service needs are conducted; these assessments are done to ensure follow-through on established goals, objectives, and service provision. Based on on-site interviews with Grantee staff, the Program Manager makes weekly site visits for observation and interaction. As such, Caritas was found to be in compliance with the above referenced standard.

III. PROJECT PROGRESS

Based on the requirements set forth in **24 CFR 583.410(a)**, when HUD and the applicant execute a grant agreement, the recipient will be expected to carry out the supportive housing or supportive services activities as proposed in the application.

The above referenced projects were reviewed to determine if the supportive services provided and number of persons served is consistent with the approved application for the point in time of the grant being reviewed. HUD found that supportive services provided were correspondent to those proposed in the original application and consistent with the proposed number in the approved application; they were also consistent with numbers reported in the respective Annual Progress Reports (APRs).

IV. HOUSING

In accordance with 24 CFR 583.115(b)(2), the rent paid must be reasonable in relation to rents being charged for comparable units, considering the location, size, type, quality, amenities, facilities, and management services. The rents may not exceed rents currently being charged by the same owner for comparable unassisted units, and the portion of rents paid with grant funds may not exceed HUD-determined fair market rents.

A review of the file documentation submitted for the related 12 rental units, rent reasonableness was adequately documented as evidenced by the rent reasonableness worksheet; and rents charged are within the Fair Market Rents for the area. Also evident was the annual recertification of income (as applicable) for the purpose of determining the tenant's portion of rent. As such, Caritas of Austin was found to be in compliance with the above referenced standard.

Based on 24 CFR 583.315(a), (1), (2) and (3), each resident of supportive housing may be required to pay as rent an amount determined by the recipient which may not exceed the highest of: 1) 30 percent of the adjusted income (adjustment factors may include individual's age and medical expenses, utilities, etc.; or, 2) 10 percent of the monthly income.

A review of the rent calculation worksheets submitted, relative to the 12 sample clients, evidenced that the rents charged are accurately calculated and do not exceed the maximum percentages allowed. Although these worksheets evidenced accurate rent calculations, an administrative oversight was noted; these worksheets incorrectly referenced the HOPWA program. As such, we **recommend** that Caritas refer to the *Supportive Housing Program Self-Monitoring Tools Guide* at <https://www.onecpd.info/resources/documents/SHPSelfMonitoring.pdf>, for a copy of the rent calculation worksheet to be used for the SHP program, as applicable.

V. OVERALL PROGRAM MANAGEMENT

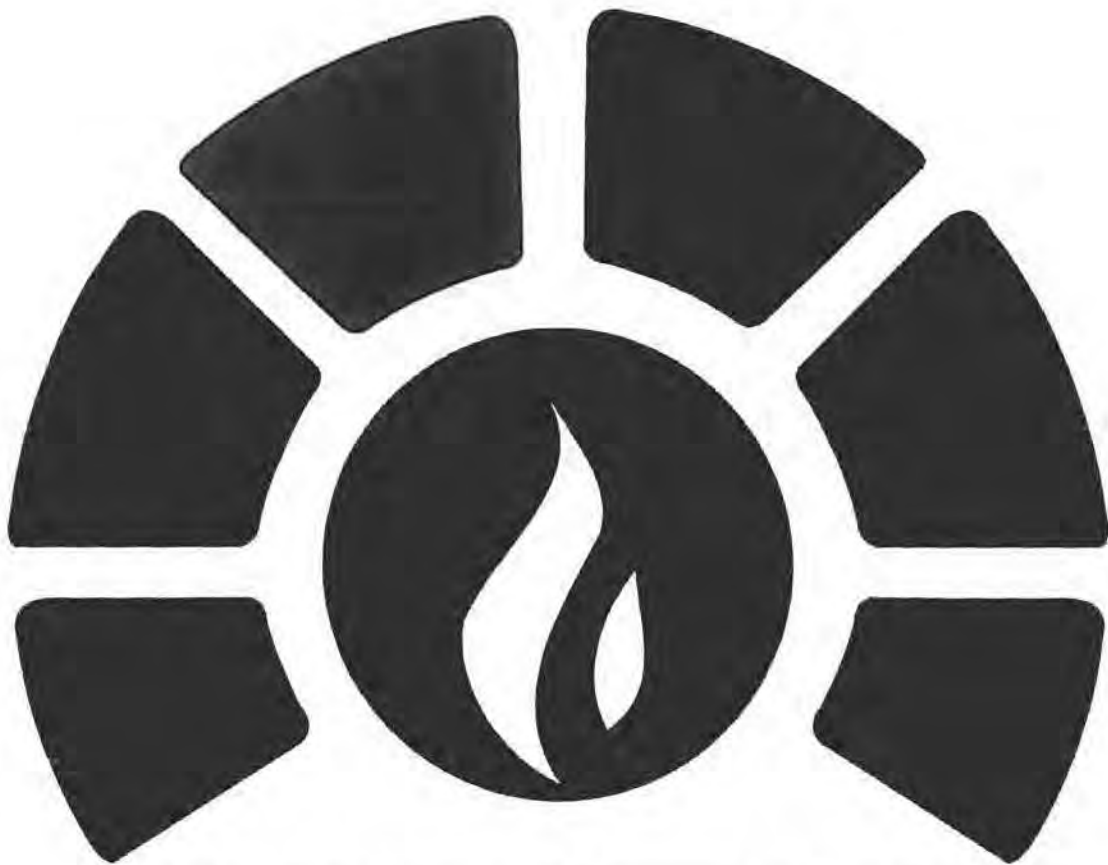
Consistent with Caritas of Austin's Supportive Housing Management and Oversight policy, measures for ensuring compliance with HUD requirements and regulations are communicated to and carried out by staff. Regular supervision is in place to ensure that all services and responsibilities are performed in a manner consistent with HUD requirements, property regulations and its own policies and procedures.

Overall, the Caritas of Austin SHP programs are well managed and provide a much needed service and benefit to its community's homeless population. Caritas of Austin has a comprehensive Client Services Policy and Procedures Manual for all three SHP projects (My Home, My Home Too and Spring Terrace); which ensure the grantee's ability to carry out the administrative responsibilities and that SHP funds are used in accordance with program requirements.

VI. OTHER PROGRAM REQUIREMENTS

A limited review of the Fair Housing and Equal Opportunity Requirements was conducted. Caritas of Austin's response was submitted directly to our Office of Fair Housing and Equal Opportunity for their review and subsequent action. Should you have any questions regarding the Fair Housing Program, please contact Mr. Joe Castillo, Director of the Office of Fair Housing at 475-6800, Ext. 2309.

Best Single Source Plus (BSS+)
US Department of Veterans Affairs
Supportive Services for Veteran Families
Monitoring Report



CARITAS



Supportive Services for Veteran Families (SSVF) Uniform Monitoring Package (UMP)

Grantee Monitoring Report

Name of Grantee:	Caritas of Austin	Date/Time of Exit Conference:	15:45 April 15, 2013
Name(s) of Reviewer(s):	Tamara Wright	On-Site or Remote?	On-Site

Monitoring Summary

1. Names and Titles of VA Staff Participating in Exit Conference:	Tamara Wright
2. Names and Titles of Grantee Staff in Attendance:	Michelle Akers, Housing Stability Program Manager David Nobles, Grants Coordinator Lori Frasco, Director of Housing Services Susan Hartenstein, Chief Financial Officer
3. Discussion (Highlights, Including areas of disagreement, if any):	<p>Strengths:</p> <ul style="list-style-type: none"> -Grantee demonstrates a strong relationship with local community service providers, VAMC/CBOC, CoC, Homeless Coalition, and State and local community agencies. -Grantee has strong presence in community and the location of the facility is prime location for homeless population. -Grantee conducts comprehensive case management services to ensure that supportive services and resource/referral are provided to program participants. <p>Areas to Improve:</p> <ul style="list-style-type: none"> -Grantee to slow HUDVASH referrals because 85% + of their rapid rehousing clients are HUDVASH clients. Will start new street outreach program to find more hard to reach veterans and slow HUDVASH referrals. -Grantee to ensure grant compliance amongst all staff, by implementing administrative team meetings to educate staff on SSVF program office updates. -Strengthen SSVF policy and procedure manual that incorporates uniform policies and procedures amongst all staff/agencies that incorporates the services provided under the SSVF grant agreement. This should also include more information regarding participant eligibility and target populations. -Ensure the intake process does not take longer than 2 to 3 days and if veteran is deemed ineligible, document the resources that have been given to the veteran. -Finding: Requested draw down funds and back up documentation for October 14th -31st in the amount of \$15,619.11. Upon review of the TFA documentation, Ineligible TFA expenditures were found, both were the purchases of furniture (2 beds and a mattress) for two different SSVF clients. When the case files were reviewed, there was no evidence of a bed bug infestation or other health concern that would allow for a bed to

be purchased. This finding requires a corrective action plan (CAP).

-TFA parameters for housing and categories 1 and 2 spending are not in compliance.

-Discussion included areas of concern, as well as the problem of Austin being at 98% occupancy with landlords refusing to take clients with zero income. Also discussed, Austin has highest median rent in state of Texas.

A. Program Progress

This section is designed to ensure that activities are being carried out in a timely manner and that the number of participants served is consistent with the approved application.

Findings: None

Concerns: Parameters in households and TFA are not in compliance. Draw down rate is slightly behind at 38% into Quarter 3 but expect to spend.

Recommendations: Stop or severely cut spending in category one. Also suggest not accepting new prevention clients until numbers are back in compliance.

B. Overall Management Systems/Structure

This section is designed to assess grantee's overall managements system and structure in relation to ensure compliance with program requirements and achievement of program goals.

Findings: None

Concerns: Policy and Procedures manual

Recommendations: Revamp policy and procedures manual to include more in-depth screening and eligibly practices, targeting, goals of agency and program, and case management guidelines. Some issues regarding timing of service delivery have been discussed in the past, perhaps include a timeline of service delivery from intake to a case management appointment.

C. Subcontractor Management (if applicable)

This section is designed to assess the grantee's management of any subcontractors to ensure compliance with program requirements and achievement of program goals.

Findings:

Concerns:

Recommendations: **No Subcontractors**

D. Outreach and Targeting

This section is designed to assess outreach services as described in 38 CFR 62.30. Grantees must a) provide outreach services and use their best efforts to ensure that hard-to-reach very low-income veteran families occupying permanent housing are found, engaged and provided supportive services and b) outreach services must include active liaison with local VA facilities, State, local, tribal (if any), and private agencies and organizations providing supportive services to very low-income veteran families in the area or community served by the grantee.

Findings: None

Concerns: Rapid Rehousing numbers 85%+ HUDVASH clients

Recommendations: Need to perform more street outreach to get hard to reach low income veterans rather than relying on HUDVASH and outreach at other homelessness organizations.

E. Participant Eligibility

This section is designed to assess whether participant eligibility has been adequately documented in terms of each participant's income and housing status upon program entry.

Findings: None

Concerns: Participant eligibility is what is stated in the program guide with no additional criteria or targeting mentioned in policies and procedures.

Recommendations: Revisit policy and procedures manual and list targeting and specific steps taken to target most at-risk veterans.

F. Supportive Services and Case Management

This section is designed to assess the grantee's performance in conducting on-going participant needs assessments and in providing the supportive services identified in the approved application.

Findings: None

Concerns: Files reviewed show exit documents and list reasons for exit but does not outline individual goals that were achieved or not achieved. Exit document contains case notes section to document reasoning but is limited in scope.

Epidemic of landlords not accepting HUDVASH vouchers, not accepting zero income clients, and they also start to accept HUDVASH and then later refuse them.

While grantee does not "screen out" veterans, they have a hard time finding housing for veterans with zero income and try to get an income before housing to make them more appealing to landlords, which is not consistent with a housing first philosophy.

One file was missing a DD214 but the veteran was a HUDVASH client so eligibility is assumed, however, working on retrieving document.

Recommendations: Suggested broadening to other counties to find affordable housing. Also, have just hired 2 new housing locators (different grant) to look for new landlords to recruit in the area. Continue to seek DD214's for compliancy in client files.

G. Financial Management and Cost Allowability

This section is designed to review the grantee's financial management system and eligibility of grant expenditures. This section is designed to review the SSVF grantee's allocation of cost to verify that its procedures comply with OMB Circular A87, OMB Circular A122, 24 CFR Part 84 and 24 CFR 85.22, made applicable to the SSVF program per 38 CFR 62.

Findings: Requested draw down funds and back up documentation for October 14th -31st, 2013 in the amount of \$15, 619.11. Upon review of the TFA documentation, ineligible TFA expenditures were found, both were the purchases of furniture (2 beds and a mattress) for two different SSVF clients. When the case files were reviewed, there was no evidence of a bed bug infestation or other health concern that would allow for a bed to be purchased and this was not approved by the regional coordinator.

Concerns:

Recommendations: Grantee was told furniture is not an allowable expense for SSVF funds. It is suggested that the grantee look at all TFA spent on furniture and document all the files that contain this TFA purchase. Recommend revisiting program guide for ineligible expenses periodically to stay in compliance. This requires a corrective action plan.

H. Vehicle Usage (if applicable)

This section is designed to review the grantee's use of vehicles funded with SSVF Grant fund in accordance with the grant agreement

Findings: None
Concerns: None
Recommendations: **No Vehicles*

I. Policies and Procedures

This section is designed to review the grantee's policies and procedures to ensure compliance with program requirements and achievement of program goals.

Findings: None**Concerns: More detail needed in Policy and Procedures manual.**

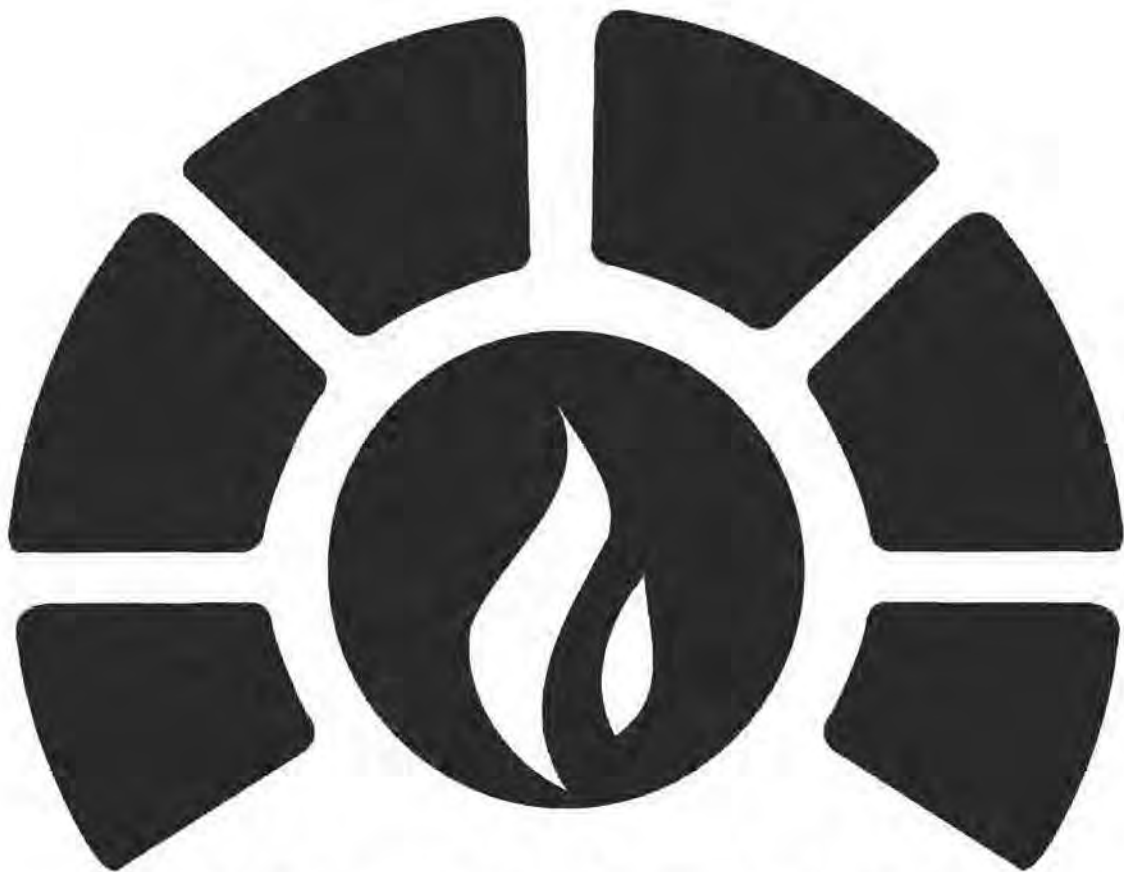
Recommendations: Policy and Procedures manual is minimal. No real detail showing periodic review, evidence of additional elements in screening/eligibility/targeting/ or goals for agency with SSVF program. Therefore it is suggested to revisit manual and list specific goals and targets as well as clarify steps and measures to be utilized for SSVF.

Caritas of Austin

Best Single Source Plus (BSS+)

US Conference of Catholic Bishops

Refugee Admissions Program - Cuban-Haitian Entrant Program



CARITAS



Migration and Refugee Services

3211 Fourth Street NE • Washington DC 20017-1194

Web Site: www.usccb.org/mrs • E-Mail: mrs@usccb.org • 202.541.3357

August 7, 2012

Ms. Jo Kathryn Quinn
Executive Director
Caritas of Austin
611 Neches St.
Austin, TX 78701

Dear Ms. Quinn:

I have enclosed the Cuban/Haitian program review report for Caritas of Austin. The report covers the on-site review conducted by Matt Chaterdon of USCCB/MRS, from July 17 to 18, 2012.

First, I want to extend my congratulations to you on your promotion to Executive Director of Caritas of Austin. I look forward to meeting you in person, and to continue partnering with your organization. Your agency's CHEP program is a key part of the USCCB/MRS CHEP network of providers. As the CHEP program has seen especially high arrivals in 2012, that have strained our network capacity and funding, we are thankful for the flexibility and professionalism demonstrated by your staff.

There is one minor finding in this C/H report. Once you and your staff have had an opportunity to review the report and recommendations, please provide a written response and action plan to USCCB/MRS no later than September 7, 2012. Please do not hesitate to call me at 202/541-3345, or Matt Chaterdon at 202/541-3059, if you have any questions.

Sincerely,

Richard J. Hogan
Associate Director
Diocesan Development and Support

Enclosures

cc: Adelita Winchester
Matt Chaterdon
Ernesto Cuesta

U.S. Conference of Catholic Bishops Migration and Refugee Services

On-Site Review Report Cuban-Haitian Entrant Program Caritas of Austin

Persons Contacted

Caitriona Lyons, State Refugee Coordinator
Susan Hartenstein, CFO, Caritas
Adelita Winchester, Caritas Dir. Of Integrated Services
Mamadou Balde, Program Mgr. for Resettlement, Caritas
Harry Crawford, Program Mgr. for Resettlement, Caritas
Nivea Lopez, Case Manager, Caritas
Lindsay Morris, Case Manager
Yvonne Mboss, Case Manager
Nancy Ellis, Volunteer Coordinator
Cecilia Hernandez, Education Specialist
Angela-Jo Touza-Medina
Claire Dixon, Case Manager
Sally Daguer, Case Manager
Chandra Bista, Case Aide
Lorel Donaghey, Job Developer
Katy Billups, Employment Specialist
Aurea Zegana, Employment Specialist
Pete Salazar, Employment Specialist
Cassie Smith, Employment Specialist
Saad Chafik, Employment Specialist
Christian Perez, Senior Employment Specialist

*Cuban married couple
Cuban single woman*

Dates of Visit: July 17 to 18, 2012

Reviewed by:
Matt Chaterdon, FSC

Program Overview

Caritas of Austin was founded in 1964 to fill the gap between the needs of the poor and assistance provided by government welfare programs. The agency began resettling refugees in 1975. Since the 1980s, Austin has also been providing services to clients of the Cuban-Haitian Entrant Program (CHEP). Services to C/H clients include housing assistance, orientation, pick-up at the airport for those arriving by plane, assistance with all public aid applications, health check-ups, job development and placement, and coordination of school enrollment for children. In addition to resettlement services, Caritas provides employment, education, and homelessness services to approximately 20,000 people per year. The agency is the largest social service provider in Travis County. Refugee Services of Texas is the only other volag in Austin that serves C/H clients, as a sub-grantee of CWS.

USCCB/MRS conducts an annual on-site monitoring of diocesan Cuban Haitian Entrant Program sites. Components of this program evaluation include a review of case files, extended discussion regarding program implementation and finances with staff funded by the grant, and client home visits. Funding for CHEP in Austin comes from the C/H grant through the U.S. Department of Homeland Security (DHS/IO/HAB). In June 2012, the Caritas board promoted Ms. Jo Kathryn Quinn to the position of Executive Director. Ms. Quinn was formerly the director of housing services for Caritas of Austin, and has been with the agency for about seven years. Ms. Adelita Winchester acts as the resettlement director in her role as director of integrated services. Mr. Mamadou Balde is the program manager for the resettlement program (including C/H), and as such directly oversees the case management staff in their adjustment and orientation duties. Mr. Harry Crawford is the program manager for employment, and directly supervises the job placement staff.

In FY12, the CHEP arrival projection is 80; actual arrivals as of the end of July 2012, is 80 free cases plus 18 family reunion cases. In FY11, the Austin CHEP received 93 free case arrivals, and eight family reunion cases (the free case projection was 80).

Caritas of Austin provides services to the full range of CHEP entrants, except unaccompanied minors. These include: those coming directly from Cuba through the visa lottery; those coming directly from Cuba as part of the Family Reunification Parole Program; those who come by raft and are processed by Border Patrol officers; those Cubans entering by way of the Mexican border; Cubans who arrive at Miami Airport and are released by immigration authorities; and Cuban Medical Personnel and their families. The Austin program's *primary CHEP caseload* in FY12 has been southwest border crossers; there has been a smattering of cases in the Family Reunification Parole Program, the Cuban Medical Personnel program, Canadian border crossers, and six individuals resettled as part of the ex-political prisoner program.

The following report provides a description of the current resettlement environment for C/H clients in Austin, the Caritas CHEP program, and a report on specific monitoring requirements for CHEP.

Cuban/Haitian Program Review

Resettlement Environment and CHEP Program Services:

Austin is a Central Texas city that has a small feel to it, but many of the benefits of a larger city. The 2010 Census puts the population at 820,611 in the city proper, while the five-county Greater Austin area has a population of close to 1.8 million. Austin has good access to educational services, health care, and social services; housing prices are in the higher range for Texas. There are good employment opportunities, and the unemployment rate is around 7.1%. Public transportation is available through a bus system.

A CHEP program orientation is provided by the case manager for his/her own clients, with interpretation provided for clients who need it. During the first week of the month, newly arrived clients attend an extended orientation organized by education coordinator Angela-Jo Medina. This overview covers living in the U.S., health care, and there are presentations from the Austin Police, the public transportation system, the ESL provider, and other providers of interest. Mamadou presents rules, rights, and responsibilities for the agency. Ongoing orientation and adjustment issues are dealt with one-on-one after that with the case manager.

By three weeks after arrival, clients start job readiness classes. This is a series of eight classes covering federal employment law, interviewing skills, assertive communication, and identifying transferable skills. Job readiness classes are conducted by Caritas staff, and the option of a shorter class is available when necessary. The agency uses former refugees, small business owners, other trainers and employment counselors to lead these sessions. Staff noted that Cubans tend to be good about finding jobs quickly. A CNA training is available for some CHEP clients, and Caritas offers its own Food Handler Certificate Program and Housekeeping Certificate Program. For its C/H Vocational Program, Caritas has recently proposed to the State Refugee Coordinator, that this money be available for helping Cuban doctors to pay for their U.S. medical boards and prep courses.

ESL classes are conducted by iACT Interfaith Action of Central Texas (previously AIM) at different locations with rolling admissions; the morning classes are held at the Presbyterian church and the evening classes are held in clients' apartment complexes and at community centers. Austin Community College has a program for more advanced ESL students. English at Work programs are being held at Whole Foods and Michelangos. Many of the clients enrolled at these programs are Cubans. If a client has a good reason not to attend ESL, s/he must call their employment specialist to explain the reason. For unexcused absences, staff give a verbal warning at first, then a written warning, and then the RCA check or MG benefits may be suspended.

Housing in Austin averages about \$600 for a one-bedroom, \$700 for a two-bedroom. Cuban clients do not normally need a three-bedroom apartment. Zaid, the resettlement specialist, is responsible for coordinating all pre-arrival housing arrangements. Caritas primarily uses Capitol Village, San Leon, and Autumn Chase Apartment complexes for housing CHEP clients. In some cases, Caritas issues a rent check to the client, in other cases Caritas issues the check directly to the apartment company. Some apartments give the agency a discount in the form of a reduced

deposit. The building managers frequently provide the keys ahead of time, and then later the case manager helps the client to understand and sign the lease for six months.

In recent months, the Austin program has relied on jobs for C/H clients with: the University of Texas Food Service; the Summit of West Lake (CNAs for a nursing home); Seton Hospital; Chipotle; BG Personnel; and janitorial/maintenance jobs. Most jobs for C/H clients range from \$8 to \$10 per hour; most positions have benefits available. The majority of job connections are provided through the agency's contacts; although, some C/H clients are able to network within their own community for job leads. Caritas has a good working relationship with Job Corps, and has been able to get some young CHEP clients into this program. Austin CHEP employment outcomes at 180 days for free case, employable adults, were 90% in FY 2011. FY2012 employment outcomes at 180 days for free case, employable adults, were 80%, based on CHEP clients resettled on or before 12/31/11.

Austin staff reported that most clients are arriving with a two-year I-94. In previous years, there was sometimes a problem with a one-year document being issued, despite the regulations requiring a two-year I-94 be issued to CHEP border crossers. Usually, CHEP clients are scheduled for a health screening after they arrive; screenings are on Wednesdays and Thursdays only, and clients get their initial appointment within 10 days of arrival. As most EADs for CHEP cases are processed through Miami, most clients have been receiving their EAD cards within one week of arrival in Austin. The Social Security Card can take two to three weeks to arrive after the initial application. RCA is a simple internal referral, as Caritas has a state contract for RCA. For food stamps and Medicaid, this can take three weeks after initial application to start. The Centralized Benefit Office in Austin is still using a fax-only application system. Caritas provides supermarket gift cards for food in the first few weeks before food stamps, and clients also have access to the Caritas food pantry.

With limited assistance from the Austin Independent School District (ISD) coordinator, case managers interact directly with each school – and each school's administration has different policies for enrolling refugee/entrant children. CHEP children are less affected by this than refugee children, because many schools have bi-lingual staff who are used to dealing with Spanish-speaking families.

When Caritas hires new staff, the program manager will have a list of all the programs, and the manager explains all this to the new hire, and they are given a staff manual. The new hire will shadow other staff for two weeks, and the program manager will see them once or twice a week for review. As they grow more confident, the new staff member will receive more cases. For a period of six months, they are evaluated once a month. New hires also participate in regular staff trainings and go through 'Caritas University' which covers confidentiality issues. Caritas recently incorporated staff trainings in Mental Health First Aid, and an in-service by a social worker from the Texas Child Protective Services division.

CHEP Case File Review:

The USCCB/MRS staff member reviewed 10 C/H case files. For each file reviewed, the checklist of core services was consistently completed in the files reviewed, and a resettlement

plan was completed for each member of the case. Case notes were thorough and helpful in following the progress of the case. The case notes showed regularly documented home visits to C/H clients. Although the files were largely free of compliance issues, the USCCB/MRS reviewer did note that at least one case file was missing a copy of the 180-day C/H report. (see recommendation #1)

Home Visits:

CHEP Home Visits				
	Nationality	Country of Processing	Case Size	Date of Parole
1.	Cuban	Canadian border crosser	2	2/21/2012
2.	Cuban	Southwest border crosser	1	4/22/2012

The USCCB/MRS reviewer conducted two home visits: a young Cuban married couple and a single Cuban woman. Home visits demonstrated consistent and ongoing contact between the agency and the clients. There was evidence that C/H core services had been provided and that apartments were properly furnished. Housing was in a safe neighborhood.

The young Cuban couple told the USCCB/MRS reviewer that they had moved to Spain, and stayed long enough to become Spanish citizens. After losing their jobs due to the bad economy, they decided to move to the U.S. for more opportunity. They obtained a tourist visa for Canada, and crossed the U.S./Canada border at Niagara Falls in February 2012. They went directly to Miami, where they spent 20 days. Once approved for the CHEP program, they took a flight to Austin, living with friends for about two weeks. In early April, they moved into an apartment, where this home visit was performed. They reported being satisfied with services from Melissa and Yvonne. They gave high praise to the employment orientation provided by Caritas. The reviewer remarked that they both seemed highly motivated to work and to improve their English levels. The husband was working for Samsung and the wife had a cleaning job at EBay-PayPal.

The young single woman briefly recounted her journey, mostly on foot or by bus, through eight Latin American countries, on her way to the U.S. She crossed the U.S./Mexico border in mid-April 2012. Nivea picked her up at the airport and brought her to the apartment; Sally is her case manager. She told the USCCB/MRS reviewer that she had studied food preparation and hair styling in Cuba, but that she was open to any job opportunity. She reported being satisfied with the case management and employment services offered by Caritas.

CHEP Financial Review:

The USCCB/MRS reviewer met with Ms. Susan Hartenstein, the CFO who is responsible for C/H program finances, to discuss financial review practices within the agency. In billing for office space, the agency uses only FTEs to determine costs. For client assistance expenditures, each case manager has the supervisor sign off on expenditures, and then these are submitted to Tiffany Braymen, a bookkeeper in accounting. C/H expenditures are reviewed monthly to maintain fiscal accuracy and truthfulness. Only a small number of clients needed to access C/H emergency funds in FY12; Ernesto Cuesta approved all emergency expenses via email.

The reviewers consistently saw that clients received the full \$1200/client; family reunion cases received the required \$200/client. The most recent agency audit, including the A-133 audit, was performed in December 2011. There were no findings in the A-133 audit report.

CHEP Conclusion:

Caritas of Austin's C/H-funded staff demonstrated a comprehensive knowledge of the C/H program. Employment outcomes are above average, and employment staff showed energy and dedication in helping clients to find suitable jobs. CHEP case managers displayed a real attention to detail, and supervisory staff showed a sensitivity to staff training needs, including stress management. USCCB/MRS is appreciative of the important role Caritas of Austin plays in its CHEP network of providers.

CHEP Recommendations:

Recommendations Listed as Follows:

1. With reference to the case file review section of this report, the agency should ensure that, for cases that have reached the 180th day, a copy of the CHEP 180-Day Report submitted to USCCB/MRS Miami, is placed in the file.

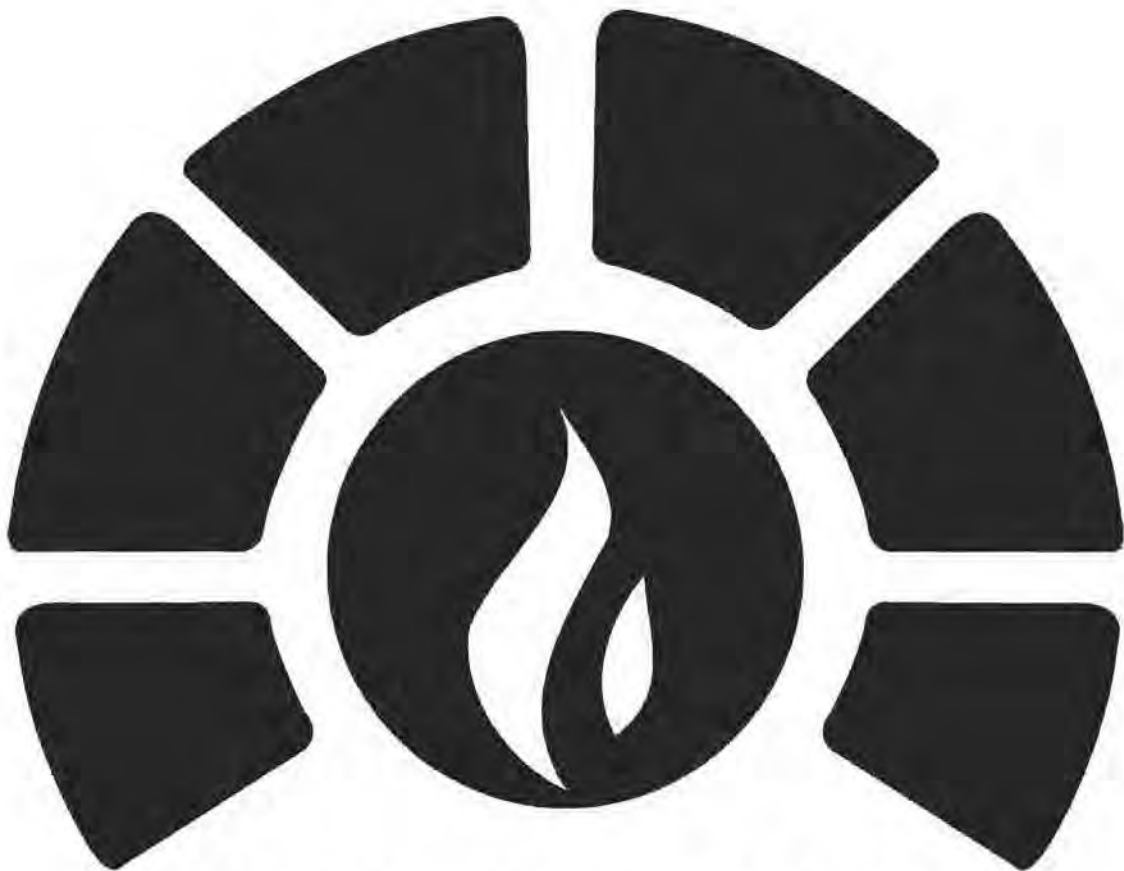
Previous Recommendations Update Report	
2011 Recommendations	Status of 2011 Recommendations in 2012
CHEP Recommendations	
Program Compliance	
<i>There were no formal recommendations made for the CHEP FY11 on-site review.</i>	

Caritas of Austin

Best Single Source Plus (BSS+)

HHSC, Office of Immigration and Refugee Affairs

Refugee Cash Assistance (RCA) Program Monitoring Report



CARITAS



TEXAS HEALTH AND HUMAN SERVICES COMMISSION

THOMAS M. SUEHS
EXECUTIVE COMMISSIONER

June 26, 2013

Adelita Winchester, Department Director
Caritas of Austin
611 Neches Street
Austin, TX, 78701

RE: Office of Immigration and Refugee Affairs, Texas Health and Human Services Commission (HHSC), Refugee Cash Assistance (RCA) Program Monitoring.
Contract Number: 529-13-0021-00004

Dear Ms. Winchester:

This letter is to inform you that the Office of Immigration and Refugee Affairs has completed its on-site monitoring review of the visit that took place on May 9 thru May 13, of 2013. The report contains information about the Refugee Cash Assistance (RCA) program, the nature of this visit, and the results of the visit.

Within the report you will discover that there are no findings recorded within, however, there is one recommendation and one requirement listed. The change needed that is stated in the listed requirement will need to be made immediately and displayed in the client files for the next visit. The listed recommendation is not a requirement but is strongly encouraged to become regular practice of your RCA program.

A simple acceptance confirmation from Caritas of Austin, via email, will be needed for this report. Simply maintain these documents for your RCA record.

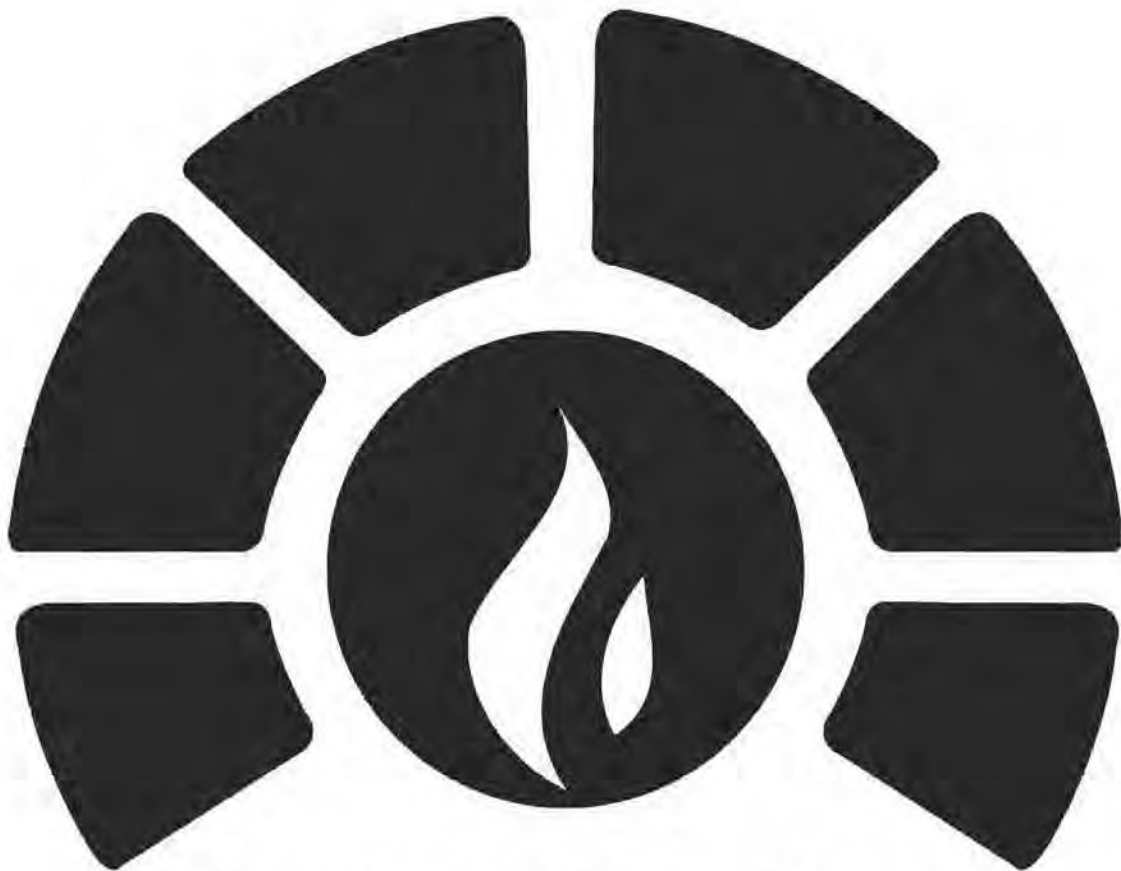
If you have any questions regarding the monitoring site visit or its review, please contact me Dustin Butler at (512) 206-5669 or my e-mail dustin.butler@hhsc.state.tx.us or Caitriona Lyons at (512) 206-5076

I appreciate your outstanding performance during this visit and I look forward to working with you all throughout this fiscal year.

Sincerely,

Dustin Butler
Program Specialist
Office of Immigration and Refugee Affairs
Texas Health and Human Services Commission
909 West 45th Street, MC # 2010,
Austin, TX 78751
Phone: 512-206-5669
Email: Dustin.Butler@hhsc.state.tx.us

Best Single Source Plus (BSS+)
Texas Department of Housing and Community Affairs
Emergency Solutions Grant Program
Monitoring Report



CARITAS



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

www.tdhca.state.tx.us

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J. Mark McWatters

October 16, 2013

Ms. Jo Kathryn Quinn
Executive Director
Caritas of Austin
611 Neches St.
Austin, TX 78701

RE: Monitoring Report of *On-Site* Review Conducted October 7, 2013
ESG Contract No. 42110001499

Dear Ms. Quinn:

The Texas Department of Housing and Community Affairs (the Department) conducted a monitoring review of the above mentioned contract. The goal of the review was to provide reasonable but not absolute assurance regarding compliance with federal and state requirements and program objectives.

To achieve this goal, a sample of activities were randomly selected and tested. The attached report details the scope and results of the review.

Based on the limited scope of the review, no findings were identified. Please note although there were no findings, it is Caritas of Austin's responsibility to maintain compliance throughout the contract and affordability period. No further action is necessary in addressing this review. This review has been closed.

The Department wishes to express our appreciation for the cooperation of your staff in facilitating this review. If you have any questions or concerns regarding this review, please feel free to contact me at (512) 475-4608 or via email at earnest.hunt@tdhca.state.tx.us.

Sincerely,

Earnest Hunt
Manager – Contract Monitoring

ELH

cc: Michael De Young, Director of Community Affairs
Sharon Gamble, TDHCA Project Manager of Community Affairs
Susan Hartenstein, CFO Caritas of Austin



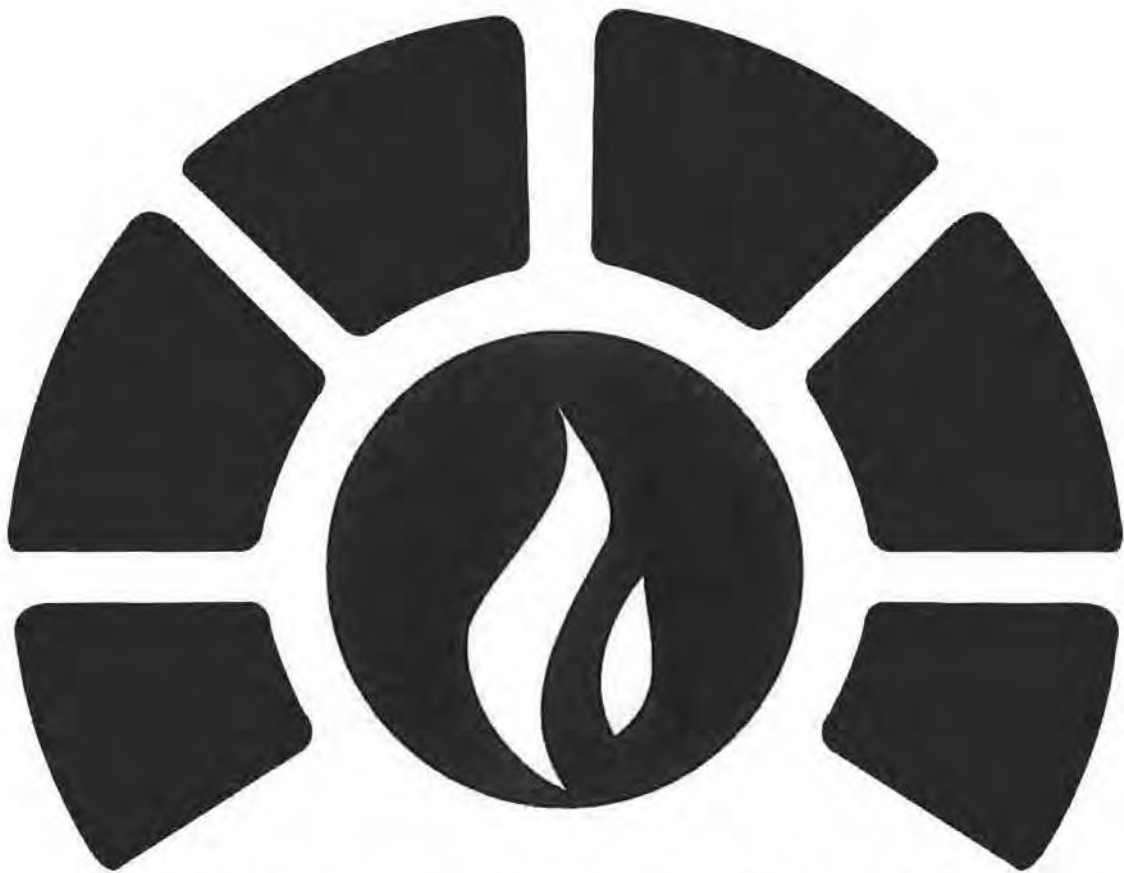
Monitoring Scope:

The scope of the monitoring review covered contract activity from October 1, 2012 to September 30, 2013 to determine if ESG funds were used to assist eligible households and whether those funds were expended in accordance with applicable federal and state regulations and contractual requirements. Department staff conducted the following steps:

- A review of financial records.
- A review of match records.
- A review of procurement records.

Best Single Source Plus (BSS+)

Section 0645—Program Staff Positions and Time



CARITAS

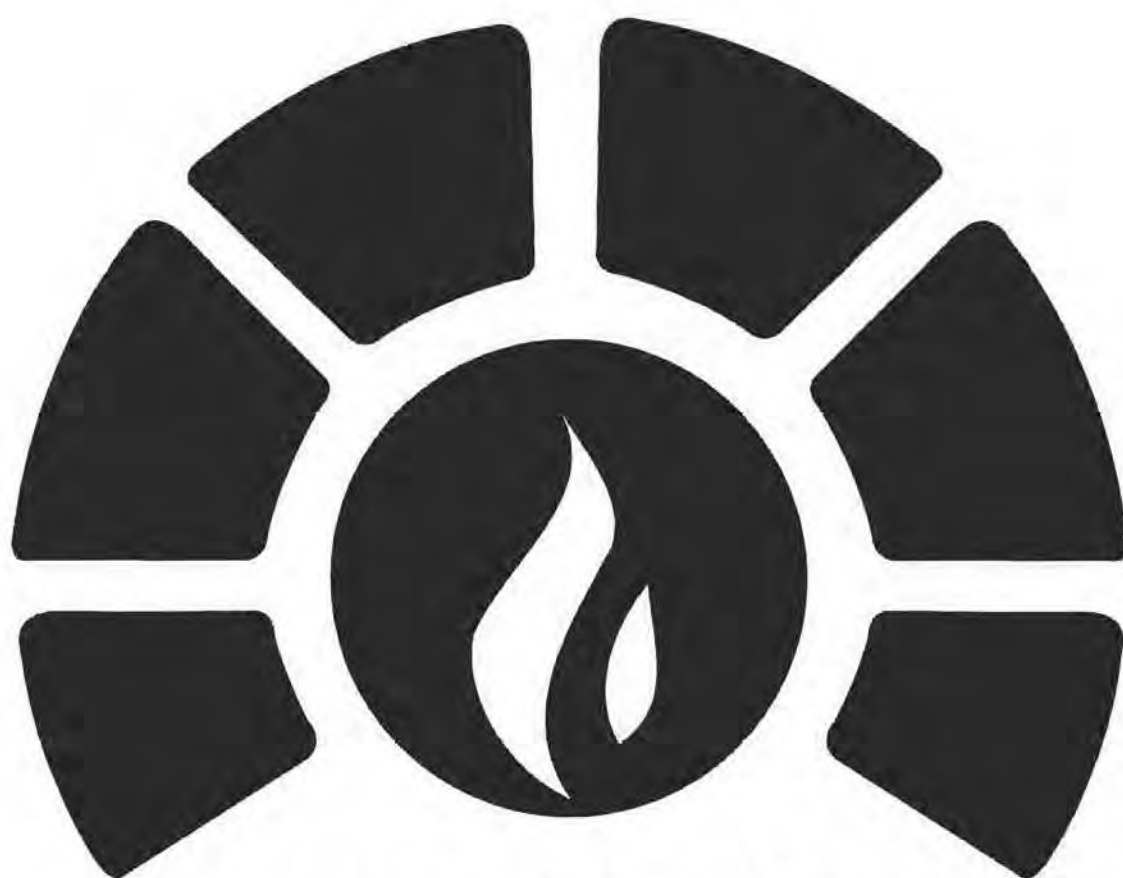
Section 0645
Program Staff Positions and Time

List this program's position titles only (do not include staff names) and provide the corresponding number of Full Time Equivalent (FTE) positions which are assigned to this specific program.

List Program Staff by Title	Program Staff FTE's
Associate Director of BSS+ and Evaluations	.95
BSS+ Program Coordinator	1
BSS+ Program Support Specialist	1
Housing Stability Specialist	.5
Housing Stability Specialist	1
Housing Stability Specialist	1
Housing Stability Specialist	1
Housing Stability Specialist	1
Housing Stability Specialist	1
Landlord Outreach Specialist	1
Landlord Outreach Specialist	1
Director of Housing Services	.2
Screening and Assessment Specialist	.4
Screening and Assessment Specialist	.33
Accounting Assistant	.05
Accounting Assistant	.65
Accounting Manager	.12
HR Coordinator/Sr. Accountant	.12
Grants and Contracts Manager	.2
Chief Financial Officer	.17
Information Technology Specialist	.12
TOTAL FTEs =	12.81

Best Single Source Plus (BSS+)

Job Descriptions



CARITAS

Caritas of Austin

Job Description

Job Title:	Associate Director of BSS Plus and Evaluations
Department:	Housing Services
Reports To:	Director, Housing Services Department
FLSA Status:	Exempt

Position Summary

This position is responsible for administering the Best Single Source Plus Program (BSS Plus) including program implementation, oversight, and coordination between agencies of the BSS Plus Program. The Associate Director of BSS Plus and Evaluations will also be responsible for evaluation of Agency Programs. The position is supervised by the Executive Director. This position will supervise the BSS Plus Coordinator. In addition this position will also supervise the IT Specialist as well as oversee agency technology/network systems. The position serves as part of the leadership team and works cooperatively to ensure the accomplishment of the agency strategic goals. This is a full time position.

Essential Duties & Responsibilities

I. BSS Plus Program Management/ Program Implementation and Oversight

- Manage administration of contract and compliance
- Responsible for coordination between BSS Plus Partner Agencies
- Monitor program performance measures
- Maintain monthly, quarterly and year end statistics and distribute to agency partners
- Complete monthly, quarterly, and year end contract reports in coordination with BSS Plus Coordinator
- Create/modify and monitor policies and procedures to ensure consistent implementation among collaborative
- Assist with monitoring of financial and program files for contract compliance and auditing
- Train partners and monitor their performance and contract compliance
- Customize online database and monitor data quality
- Develop organizational systems to guide efficiency and monitoring

II. Evaluation of Agency Programs

- Oversee evaluation process to improve agency program tracking and reporting
- Oversee creation/modification of program outputs and outcomes
- Create systems to better track & analyze agency program data
- Review and make recommendations to customize and/or modify Homeless Management Information System – ServicePoint online database to better serve program implementation and data collection.
- Coordinate training on new data collection policies and procedures
- Collaborate with Data Services Coordinator and Department Directors to create a plan for efficient use of the HMIS database, uniform data collection and effective reporting.

III. Supervision

- Identify professional development needs of supervisees.
- Adhere to hiring policies and procedures.
- Maintain effective and appropriate communication with all supervisees.
- Hires, trains, supervises, evaluates and releases (if necessary and in conjunction with the Executive Director) their supervisees.
- Supervise IT Specialist and ensure the following:
 - Ensures that agency technology and network is adequate to meet the growing needs of the agency
 - Assesses and plans for agency technology needs (hardware, software, network and internet, phone system and intranet)
 - Ensures repair and maintenance of agency technology equipment
 - Ensures that staff are adequately trained on use of agency technology

Caritas of Austin

Job Description

- Supervise BSS Plus Coordinator and ensure the following:
 - Ensures that BSS Plus contract is implemented to meet contract compliance.
 - Assesses and plans for partner agency needs (voucher requests, training, meeting agendas, and technical support)
 - Ensures that data quality checks are administered and data collection is performed in a timely manner.

IV. Interagency Management/Teamwork

- Works as part of the management team and leadership team to provide leadership and ensure that the agency meets its strategic goals.

V. Other Duties

- Perform other duties as assigned by Department Directors.
- Design an approved plan for professional development.
- Treat clients, staff, and the general public with courtesy and respect.

Qualifications

EDUCATION & EXPERIENCE

Master's Degree from an accredited college university with a major in one or more of the following areas: social work, psychology, sociology, anthropology, public administration, or other human services related fields.

Minimum of 5 years management and/or homeless services experience. Experience with grant management, contract reporting and data collection is required.

Non-profit experience and understanding of social service programs preferred. Ability to meet deadlines, demonstrate leadership skills, exhibit critical thinking skills, communicate clearly and anticipate problems, strong organization skills and project management experience.

COMPUTER SKILLS

Experience working with databases, data quality, data analysis and various software programs: word processing, spread sheets, etc. Experience working with Service Point or other comparable online databases strongly preferred.

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication

The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Caritas of Austin

Job Description

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service

The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.



CARITAS OF AUSTIN

Fighting Poverty, Hunger and Homelessness since 1964

Job Description

Job Title:	Best Single Source Plus Program Coordinator
Department:	Housing Services
Reports To:	Associate Director, BSS Plus
FLSA Status:	Exempt

Position Summary

The Best Single Source Plus Program Coordinator is responsible for overseeing program activity of a 13 agency collaborative designed to stabilize low-income families' and individuals' housing.

Essential Duties & Responsibilities

1. Coordinate Best Single Source Plus activities with participating agencies
 - Continually evaluate performance of program and communicate results and issues to appropriate group
 - Plan and facilitate the BSS Plus Program Manager meetings
 - Participate in BSS Plus Program Manager meetings including sub-committees and provide administrative support
2. Maintain various databases
 - ServicePoint online database for BSS Plus client data
 - ServicePoint online database for BSS Plus authorized users
 - Provide Service Point BSS Plus monthly data quality reports to partner agencies and provide technical assistance
 - Ensure data quality corrections are made in accordance with reporting schedule
 - Financial databases for maintaining expenditure rates per BSS Plus client and individualized client transactions
3. Assist Program Support Specialist with approval and processing of client financial check requests from member agencies
4. Train case managers and support staff at participating agencies
5. Perform partner agency site visits to provide technical assistance
6. Conduct partner agency file reviews and other pre-monitoring activities
7. Assist BSS Plus Associate Director with reporting results of BSS Plus activities to funders and participating agencies:
 - Formal regular reports to the City of Austin
 - Formal regular reports to Travis County
 - Reports as needed to other funders

OTHER

8. Provides support and information to other Issue Area Groups as required
9. Performs other duties as assigned by supervisor

Qualifications

EDUCATION & EXPERIENCE

Bachelor's degree/preferably in Social Work

Required: Experience working with HMIS Service Point or other comparable online databases and managing data quality. Non-profit experience and understanding of social service programs. Supervisory experience, preferred.

SKILLS

Computer Literate – HMIS Service Point, PowerPoint, Outlook, Excel, and Word (strong Excel skills). Ability to meet deadlines, demonstrate leadership skills, exhibit critical thinking skills, communicate clearly and anticipate problems, strong customer service, training and facilitation skills, organization skills, attention to detail, and project management.

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Light, walking, standing, sitting, reading, ability to see, hear, and speak
- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a work week of at least 40 hours.



CARITAS OF AUSTIN

Fighting Poverty, Hunger and Homelessness since 1964

Job Description

Job Title:	Best Single Source Plus Program Support Specialist
Department:	Housing Services
Reports To:	Associate Director, BSS Plus
FLSA Status:	Exempt

Position Summary

The Best Single Source Plus Program Support Specialist is responsible for supporting the Best Single Source Plus Program Coordinator with program activity of a 13 agency collaborative designed to stabilize low-income families' and individuals' housing.

Essential Duties & Responsibilities

1. Support Best Single Source Plus (BSS Plus) activities with participating agencies
 - Approve and process client direct financial assistance check requests from member agencies
 - Assist case managers and support staff at participating agencies with program workflows and technical assistance
 - Continually evaluate client direct financial assistance trends and training needs. Communicate results and issues to appropriate group.
 - Participate in and serve as recorder of the BSS Plus Program Manager meetings and provide administrative support
2. Maintain various databases
 - Service Point online database for BSS Plus client data ensuring accurate data entry and program eligibility
 - Provide Service Point BSS Plus monthly data quality reports to partner agencies
 - Financial databases for maintaining expenditure rates per BSS Plus client and individualized client transactions
 - Update and post frequently to BSS Plus Wordpress: frequently asked questions, check request log, updates
3. Prepare monthly reports and analysis
 - Provide monthly reports to partners ie. Ineligible by exit date report, coming due 12 month exits, expense and client by agency, current caseloads & weekly client direct financial assistance
 - Track common check request errors per agency and provide technical assistance
 - Assist finance department with monthly reconciliation of finance report and monthly check request log
 - Assist BSS Plus Program Coordinator with reporting program statistics to partners and funders

OTHER

4. Provides support and information to other BSS Plus issue areas as required
5. Performs other duties as assigned by supervisor

Qualifications

EDUCATION & EXPERIENCE

Bachelor's degree, preferably in Social Work or related field

Required: Non-profit experience and understanding of social service programs. Homeless Management Information System (HMIS) experience, preferred.

COMPUTER SKILLS

Computer literate – HMIS Service Point, Outlook, Excel, Word, PowerPoint (strong Excel skills).

Competencies

Ability to meet deadlines, exhibit critical thinking skills, communicate clearly and anticipate problems, strong customer service, organization skills, and attention to detail. Excellent communication skills both oral and written, ability to manage and organize multiple task (short and long term), ability to manage and prioritize time and responsibilities.

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Light, walking, standing, sitting, reading, writing, ability to see, hear, and speak
- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a work week of at least 40 hours.

Caritas of Austin

Job Description

Job Title:	Housing Stability Specialist
Department:	Housing Services
Reports To:	Housing Stability Program Manager
FLSA Status:	Exempt

Position Summary

Full-time position provides services to low-income families and/or individuals with an ultimate goal of stabilizing them in their housing situation. This includes: determination of eligibility for BSS+ services (program funding source); assessment of needs and case management; support and referrals to appropriate agencies that offer other needed resources. The Housing Specialist is responsible for maintaining accurate financial assistance records, service delivery records and evaluation/reporting requirements.

Essential Duties & Responsibilities

CLIENT SERVICES

- Work within Caritas programs and conduct community outreach to identify families and/or individuals who are experiencing homelessness (or at-risk of homelessness).
- Conduct screenings and determine if families or individuals meet the eligibility requirements for BSS+ funding program.
- Provide comprehensive case management services to clients accepted into BSS+.
- Meet regularly to assess clients' needs and provide appropriate case management to address those needs linking clients to Caritas' and other agency programs.
- Develop and monitor individual service plans with a general goal of housing stability.
- Link clients with community and mainstream resources as needed.
- Maintain a caseload of approx. 20-25 households.

TARGETED COMMUNITY OUTREACH AND ENGAGEMENT

- A minimum of 10% of time will be spent on developing and maintaining relationships with groups in the local community or elsewhere that can assist with client resources.
- Prepare and conduct presentations about Caritas services in relation to housing stability program(s) to internal and external audiences.
- Be actively involved in community meetings pertaining to housing and other supportive services in the Austin/Travis area.

COLLABORATION

- Work with Caritas' Landlord Outreach Specialists and community housing programs/landlords to identify and secure safe, affordable housing for clients.
- As appropriate, work collaboratively with Caritas Employment Specialists to link clients to employment. Research and stay informed about other employment resources.
- As appropriate, work collaboratively with Caritas Education Specialists to link clients to education programs. Research and stay informed about other educational resources.
- Attend program collaboration meetings and training sessions, internally and externally, as requested by the supervisor.

Caritas of Austin

Job Description

CLIENT DATA AND RECORD KEEPING

- Manage case data by entering it in a timely manner into Service Point, the database utilized by Caritas for the Homeless Management Information System (HMIS).
- Regularly prepare and maintain accurate records and reports.

ORGANIZATIONAL SUPPORT FUNCTIONS

- Work cooperatively with all components of Caritas services.
- Engage in appropriate teamwork functions in order to provide a professional work environment and effective service delivery.
- Attend Caritas staff meetings, Housing Services Department meetings and other meetings and training sessions as required.
- Perform other duties as assigned.

Qualifications

EDUCATION & EXPERIENCE

Bachelor's degree required

Social work license preferred

1-2 yrs., 3 preferred in professional direct services in social services

1-2 yrs., 3 preferred with intensive case management

COMPUTER SKILLS

Experience with internet, various software, spreadsheets, databases

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication

The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Caritas of Austin

Job Description

Customer Service

The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.

Caritas of Austin

Job Description

Job Title:	Landlord Outreach Specialist
Department:	Housing Department (Best Single Source Plus program)
Reports To:	Associate Director of Best Single Source Plus and Evaluations
FLSA Status:	Exempt

Position Summary

Best Single Source Plus (BSS Plus) is a 13-agency collaboration of partners designed to stabilize low-income families' and individuals' housing. The Landlord Outreach Specialist (LOS) supports the collaborative partners with housing search and relocation services for their clients. This includes tenant education, inspections of properties and building landlord relationships. The LOS will increase opportunities for homeless and near homeless to enter into permanent housing. The LOS will develop innovative housing options for program participants.

Essential Duties & Responsibilities

Support the Best Single Source Plus (BSS Plus) collaborative partners with housing search and relocation services for clients.

- Identify properties in Austin/Travis County where clients can reside, giving considerations to special populations and reducing student mobility for families.
- Actively engage with BSS Plus collaborative partners within the Austin social services community. Maintain contact with referring staff people and communication via email and in person frequently.
- Serve as liaison between landlord and client pre-housing placement and during placement.
- Provide the following to clients and staff: housing counseling, information on tenant's rights and mediate, if problems arise with landlord tenant relationship.
- Develop & implement referral system for internal and collaborative staff in the community.
- Coordinate placement of clients in available housing units with case managers and their clients.
- Inspection of all units as required for habitability standards and lead based paint.
- Be aware of innovative housing opportunities for program clients (such as roommates, shared housing, and others).
- Participate in departmental and BSS Plus Program Manager meetings.
- Primarily in extenuating circumstances, meet or transport clients to appointments related to housing (for example, lease signing or filling out housing applications).
- Continually evaluate housing trends and client needs. Communicate results and issues to appropriate groups.

Maintain various databases and prepare monthly reports and analysis.

- Maintain a housing directory developing strategic partnerships with landlords to increase availability to homeless and near homeless people.
- Maintain statistics and provide reports on a monthly basis.
- Maintain Service Point online database for BSS Plus client data ensuring accurate data entry and program eligibility.
- Maintain documentation in accordance with grant and program guidelines.
- Maintain client confidentiality.
- Assist BSS Plus Program Coordinator with reporting program statistics to partners and funders.

Caritas of Austin

Job Description

Provides support and information to other BSS Plus issue areas as required.

Performs other duties as assigned by supervisor.

Qualifications

EDUCATION & EXPERIENCE

Bachelor's degree required

Preferred: Non-profit experience (volunteer or paid) and understanding of social service programs. At least 2 years professional experience working in property management, real estate or housing inspection, preferred.

Required: Knowledge and skills in identifying affordable permanent housing units.

Dependable vehicle required

COMPUTER SKILLS

Computer literate – HMIS Service Point, Outlook, Excel, Word, PowerPoint (strong Excel skills).

Competencies

Ability to meet deadlines, exhibit critical thinking skills, communicate clearly and anticipate problems, strong customer service, organization skills, and attention to detail. Excellent communication skills both oral and written, ability to manage and organize multiple task (short and long term), ability to manage and prioritize time and responsibilities. Excellent customer service skills.

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication

The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service

The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Caritas of Austin

Job Description

Physical Demands

- Light walking, standing, sitting, reading, writing, ability to see, hear, and speak
- Extensive travel required within City of Austin/Travis County
- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 5-6 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 5-6 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)
- Operate equipment (copier, computer, fax machine, etc.)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.

Caritas of Austin

Job Description

Job Title:	Director, Housing Services Department
Department:	Housing Services
Reports To:	Executive Director
FLSA Status:	Exempt

Position Summary

The Director of Housing Services provides comprehensive management and oversight to the housing services department thereby ensuring that the agency is achieving its stated vision related to housing. The Director is aligned with the philosophy of Caritas of Austin that everyone has a right to safe and affordable housing. Caritas of Austin delivers homelessness prevention and intervention services to those in the community most vulnerable to homelessness. The position serves as an integral part of the agency executive management team, leadership team and grants team, working cooperatively to ensure the accomplishment of the agency's strategic goals. This is a full time, exempt position.

Essential Duties & Responsibilities

Department Management

Plans, develops, implements and maintains housing services programs

Staffing and Supervision

Hires, trains, supervises, helps develop, and evaluates program managers. Ensures like functions are being positively and appropriately conducted by program managers (for the staff they supervise.) Leads the departmental team in developing their skills, a positive morale, and positive working relationships, reflective of agency philosophy. In concert with the Executive Director and HR, problem solves HR issues up to and including termination of staff.

Communication and Interdepartmental Cooperation

Ensures communication so that program staff is aware of agency happenings and that other management staff is fully aware of issues impacting the housing services department – problems and successes. Communicates proactively with other departments to ensure that agency services are coordinated and working in tandem with each other thereby ensuring an array of integrated, complimentary agency services.

Leadership

Serves on the management team and the leadership team to assist cooperatively in agency planning, communication, and problem solving and program enhancement and to ensure that the agency meets its strategic goals and is responsive to changing community needs. Serves on the grants team and works cooperatively with other departments to ensure that developments, finance and programs and services are well coordinated.

Program Evaluation and Reporting

Responsible for designing, implementing and maintaining a system for documenting the effectiveness and efficiency of services. Responsible for setting and achieving annual performance goals (outcomes and outputs) for the department programs. Ensures systems for counting, collecting and reporting on both

Caritas of Austin

Job Description

outputs and outcomes. Uses results from evaluation to continuously improve agency services and ensure client satisfaction.

Compliance

Ensures program compliance with funder requirements. Submits programmatic progress reports to funders as required. Works cooperatively with funders to ensure positive relationships.

Budget/Finance

Responsible for ensuring that the programs are operating within program and grant budgets. Assists in the annual budget setting process. Works with the grants team on securing new and renewed funding for the program as requested.

Community relationships

As directed by the Executive Director, represents Caritas on various community or regional task forces or committees. In this instance, ensures that Caritas is recognized as a leader, expert, and cooperative partner with other agencies and organizations.

Risk and grievance

Responsible for the ongoing assessment of potential risk to program clients, staff and volunteers. Works with staff to ensure proper notification of program/client/staff/volunteer risk. Addresses volunteer and client grievances, and uses the grievance system to determine if systemic changes are necessary and advised.

Mission and Policy

Works within the agency mission and philosophy, and adheres to agency policies and procedures

Other duties as assigned

Qualifications

EDUCATION & EXPERIENCE

Master's degree in social work administration or related field. BA in social work or related field plus a minimum of 7 years of experience can be substituted for Master's degree.

Minimum of five years of experience in management of social service programs, including at least three years mid-level management experience.

COMPUTER SKILLS

All Microsoft Office Suite applications, internet research, online timekeeping system.

Competencies

Knowledge of client population, affordable housing issues, local housing programs, partners, procedures and community services required.

Caritas of Austin

Job Description

Oversight of multiple programs with budget responsibility required. Multi contract (government and private) compliance oversight experience required.

Cultural knowledge and sensitivity required; international knowledge preferred.

Personnel management, budget management, contract compliance, community engagement, ability to manage community partnerships, public policy advocacy, coalition-building, strong communication skills both written and verbal, ability to envision and implement solutions for ending homelessness in Austin/Travis County. Ability to maintain already established diverse partnerships and strategic alliances.

Ability to work collaboratively with other Caritas Directors and staff across all agency programs.

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication

The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service

The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.

Caritas of Austin

Job Description

- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)
- Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.



CARITAS OF AUSTIN

Fighting Poverty, Hunger and Homelessness since 1964

Job Description

Job Title:	Screening and Assessment Specialist
Department:	Integrated Services
Reports To:	Director of Integrated Services Department
FLSA Status:	Exempt

Position Summary

The Integrated Services Department Director selects the Screening and Assessment Specialist. The Specialist conducts intake for the organization by screening and assessing applicants for services to determine their eligibility for the whole array of Caritas programs. Duties include conducting telephone and in-person screening and assessment interviews, scheduling appointments, providing information and referral, performing client services data input functions, and determining eligibility for Caritas services within agency policies and priorities.

Essential Duties & Responsibilities

- I. Screening, Assessment, and Referral**
 - A. Provide screening and assessment, information, material and referral services for individuals requesting Caritas services, and identify clients eligible for services.
 - B. Provide appropriate information, material, or referral to community resources for people who are not provided Caritas services. Develop and maintain a working knowledge of Austin/Travis County resources.
 - C. Provide short-term case management services as needed (i.e. does some research and applies specialized knowledge to a person's unique facts, and gives advice that is appropriately tailored to the presenting situation) for individuals who are ineligible for Caritas services.
 - D. Provide supervised referrals in specific instances where individuals have barriers (e.g. language, disability, etc.) in accessing services elsewhere.
 - E. Participate in Caritas program staffing when requested for the purpose of providing information on clients eligible for Caritas services. Develop and maintain a working knowledge of all agency handouts and resource files.
- II. Reception and Scheduling**
 - A. Receive incoming calls in a courteous and professional manner at all times in accordance with policy.
 - B. Greets all walk-ins in a courteous and professional manner.
 - C. Schedule client appointments for those programs offering the most effective support to address client needs.
 - D. Input client data into ServicePoint system as directed and utilize system when determining client eligibility.
 - E. Maintain current resource materials.
 - F. Comply with Caritas client services policies and procedures.
 - G. Assist with compiling statistics for program reports.
- III. Organizational Support Functions**
 - A. Maintain confidentiality regarding all client/visitor information.
 - B. Participate in staff meetings and/or training.
- IV. Other**
 - A. Perform other duties as assigned by supervisor.
 - B. Interact with staff, clients, volunteers, and the general public with courtesy and respect.
 - C. Develop an approved plan for professional development.

Qualifications

EDUCATION & EXPERIENCE

Bachelor's degree in social work or other human service related field.

At least one year in the area of social services or intensive customer service in a corporate setting.

Bilingual (English & Spanish) required

- Ability to communicate concisely and effectively in English and Spanish.
- Ability to interview persons, analyze information to determine service needs and connect people to an appropriate program.
- Ability to work under pressure, balance distractions, and manage anxious/angry callers.
- Must be patient.
- Organized.
- Comfortable dealing with lots of paperwork.

COMPUTER SKILLS

- Must be computer literate.

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.

- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a work week of at least 40 hours.

Revised April 2014

Caritas of Austin

Job Description

Job Title:	Accounting Assistant
Department:	Finance
Reports To:	Accounting Manager
FLSA Status:	Non-Exempt

Position Summary

This Accounting Assistant position provides direct client assistance support, processes accounts payable for operational expenses and records cash receipts via an upload from Development. The Accounting Assistant is also responsible for maintaining grant files and vendor files.

This position requires the ability to work well with staff at all levels. As this position is highly interactive with other departments, it will require excellent written and verbal communication skills. Good interaction with other social services agencies and vendors is expected and essential. The candidate must possess excellent organizational skills.

Essential Duties & Responsibilities

1. Process client vouchers.
2. Process accounts payable vouchers and allocate to programs appropriately and accurately.
3. Process staff reimbursement checks.
4. Process cash receipts via an upload from Development.
5. Prepare monthly grant reimbursements for certain grants.
6. Assist with month-end journal entries as needed.
7. File documents on a timely basis.
8. Organize and maintain files.
9. Assist with annual audit and grantor audits.
10. Provide back-up for other Accounting Assistants.
11. Perform other duties as required.

Qualifications

EDUCATION & EXPERIENCE

Bachelors or Associate degree from an accredited college/university with a major in Accounting preferred
Nonprofit experience greatly preferred
Must have dependable transportation.

COMPUTER SKILLS

Must be proficient in Microsoft applications (Excel, Word, Outlook); MIP experience preferred.

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Caritas of Austin

Job Description

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.

Caritas of Austin

Job Description

Job Title:	Accounting Manager
Department:	Finance
Reports To:	CFO
FLSA Status:	Exempt

Position Summary

The Accounting Manager position provides direct support assistance to programs and assists in program administration. The Accounting Manager is responsible for processing payroll, monitoring grants, processing client assistance check requests, performing reconciliations, reviewing reports, preparing grant reimbursement requests and filing.

This position requires the ability to work well with staff at all levels. As this position is highly interactive with other departments and other agencies, it will require excellent written and verbal communication skills. Good interaction with other social services agencies and vendors is expected and essential. The candidate must possess excellent organizational skills.

Essential Duties & Responsibilities

1. Supervises two Accounting Assistants.
2. Process vouchers and cut checks for program disbursements on an as needed basis.
3. Process and record payroll on a bi-weekly basis.
4. Perform reconciliations of bank accounts.
5. Review grants to determine budget requirements and ensure compliance.
6. Review batch reports of Accounting Assistants.
7. Prepare monthly grant reimbursements.
8. Prepare month-end journal entries.
9. File documents on a timely basis.
10. Organize and maintain files.
11. Maintain listing of fixed assets.
12. Assist in the annual budgeting process.
13. Assist with annual audit and grantor audits.
14. Provide back-up for Accounting Assistants.
15. Perform other duties as required.

Qualifications

EDUCATION & EXPERIENCE

Bachelors or Associate degree from an accredited college/university with a major in Accounting preferred.
Nonprofit experience greatly preferred
Must have dependable transportation.

COMPUTER SKILLS

Must be proficient in Microsoft applications (Excel, Word, Outlook); Abila MIP experience preferred.

Competencies

Caritas of Austin

Job Description

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication

The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service

The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.

Caritas of Austin

Job Description

Job Title:	Human Resources (HR) Coordinator / Sr. Accountant
Department:	Finance
Reports To:	CFO
FLSA Status:	Exempt

Position Summary

This HR Coordinator / Sr. Accountant position handles matters related to payroll and benefits. The HR Coordinator / Sr. Accountant is also responsible for handling all human resources related matters in consultation with the CFO and Executive Director.

This position requires the ability to work well with staff at all levels. As this position is highly interactive with other departments and other agencies, it will require excellent written and verbal communication skills. Good interaction with other social services agencies and vendors is expected and essential. The candidate must possess excellent organizational skills.

Essential Duties & Responsibilities

1. Coordinates new hire process (job posting, background checks, E-Verify)
2. Conduct new hire orientation to handbook policies, benefits, and timekeeping system
3. Assist in negotiating benefits contracts with vendor.
4. Process benefits and verify that deductions are handled properly.
5. Set up and maintain timekeeping system.
6. Correspond with the Accounting Manager regarding payroll issues.
7. Address personnel and HR issues (performance management, complaints, FMLA, grievances.
8. Handle workers compensation claims and correspond with insurance company.
9. Assists with policy development and updating employee handbook policies.
10. Review batch reports of Accounting Assistants and Staff Accountant.
11. Prepare month-end journal entries as needed.
12. File documents on a timely basis.
13. Organize and maintain files.
14. Assist in annual budgeting process.
15. Assist with annual audit and grantor audits.
16. Provide back-up to prepare and process payroll, and record in general ledger.
17. Provide back-up to prepare monthly grant reimbursements.
18. Provide back-up to update cash ledger on a daily basis and process stop payments on checks.
19. Provide back-up for Accounting Assistants and Staff Accountant.
20. Perform other duties as required.

Qualifications

EDUCATION & EXPERIENCE

Bachelor's degree from an accredited college/university required with a major in Accounting preferred.
Nonprofit experience greatly preferred.
Must have dependable transportation.

COMPUTER SKILLS

Must be proficient in Microsoft applications (Excel, Word, Outlook); MIP experience preferred

Caritas of Austin

Job Description

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

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Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

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Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

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- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
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- Bending, stooping and reaching several times through a shift.
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- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.



CARITAS OF AUSTIN

Fighting Poverty, Hunger and Homelessness since 1964

Job Description

Job Title:	Grants & Contracts Manager
Department:	Finance
Reports To:	Chief Financial Officer
FLSA Status:	Exempt

Position Summary

With guidance from the CFO, the Grants and Contracts Manager acquires and maintains thorough knowledge and understanding of the organization and its operations. Uses that knowledge to fully comprehend all projects and programs for which grants will be sought, as well as to recommend specific grants to increase government grant revenue.

Essential Duties & Responsibilities

- Works closely with Executive Director, Caritas Program Directors, Chief Financial Officer and Director of Development to identify service and program needs and develop an annual plan for submitting grant proposals from appropriate funding sources. Works with program staff to develop grant goals as well as reasonable outputs and outcomes.
- Compiles, writes, and edits all grant applications, in coordination with appropriate Caritas staff, exhibiting superior writing skills and a high-level command of grammar and spelling. Keeps in contact with grant-making organizations during their review of a submitted grant application in order to supply additional supportive material. Manages the process of supplying progress reports when required by a grant-making organization that has funded a project or program.
- Tracks and maintains grant reporting requirements as part of the grant implementation process and maintains an internal calendar of all grant reporting deadlines across the agency in collaboration with appropriate Program Directors and Chief Financial Officer. Provides appropriate grant summary reports to Program Directors, Chief Financial Officer, Executive Director and Director of Development. Schedules and leads monthly Grant Committee meetings.
- Develops and maintains effective working relationships with key funders and foundations. Tracks information on current and prospective funding sources, including funder guidelines, proposal and report deadlines and names of trustees, officers and key decision makers.
- Responsible for pre-award and post-award administration of federal, state, and private grants. Compiles and completes all reports to private foundations, government agencies, (city, county, state and federal) corporations, organizations and the faith based community.
- Identifies, researches and develops federal, state and/or private grant funding sources and communicates those opportunities to appropriate leadership. Evaluates, and tracks federal, state, and local funding opportunities. Gather and maintain information on local, state and national trends and statistics related to Caritas' programs.
- Maintains and analyzes background data on current and prospective grantors from various information sources including in-house records, publications, directories, online databases and individuals. Completes grant files on all proposal submissions and outcomes. For proposals not funded, include reasons for denial and recommendations for future submissions.
- Ability to work on special projects at the discretion of the Director of Development. These projects may include but are not limited to working on agency special events.

Qualifications

EDUCATION & EXPERIENCE

Undergraduate degree in Social Work, English, Journalism, or similar field

Requires two years of government and philanthropic grant writing and grants administration. Experience with social services, homelessness or refugee issues, government contracts and private funding sources is preferred.

COMPUTER SKILLS

Computer experience, familiarity with Internet-based research and desktop publishing skills, proficiency with MS Word, MS Excel, Power Point & database software are essential.

Competencies

Grant writing Skills: Demonstrated superior written communication skills, with emphasis on grant proposals and clear, persuasive correspondence. Highly developed attention to detail, the ability to prioritize appropriately, make independent decisions and work well under tight deadlines. Must be able to work fast, be output oriented, and produce high quality work in a short amount of time. The scope of the position requires a strong proficiency in planning and executing multiple long-term projects simultaneously. Demonstrated ability to assess trends and translate concepts into practical applications.

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: Must have the ability to work independently and as a member of a team. Calmness and efficiency needed to perform activities involving many details and frequent changes and strong communication skills. Effectively and collaboratively work across departments with all Program Directors, the Chief Financial Officer, Director of Development and Executive Director.

The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.

- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- | |
|---|
| <ul style="list-style-type: none"> • Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation • Moderate noise (examples: business office with computers and printers) |
|---|

Work Hours/Schedule

- | |
|--|
| <ul style="list-style-type: none"> • Regular – Normal work hours and days assigned based on a work week of at least 40 hours. |
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Caritas of Austin

Job Description

Job Title:	Chief Financial Officer
Department:	Finance
Reports To:	Executive Director
FLSA Status:	Exempt

Position Summary

The Chief Financial Officer supervises all accounting and financial activities of the organization as well as oversees human resources and agency technology/network systems. The position serves as an integral part of the agency management team, leadership team and grants team, working cooperatively to ensure the accomplishment of the agency strategic goals. This is a full time, exempt position.

Essential Duties & Responsibilities

I. Departmental / Management

Provides overall management to the Finance Department, ensures that Caritas financial and accounting systems are operating in accordance with GAAP standards; that the agency is financially solvent; and that Caritas financial systems and controls are adequate to protect the assets and reputation of the agency.

A. Accounts payable and receivable

1. Develops, maintains and directs system for purchasing and paying for goods and services, utilizing standard business practices.
2. Develops, maintains and directs system for processing client assistance checks – including functions required for interagency partnerships.
3. Maintains security of all check stock and vouchers.
4. Monitors cash balance requirements for operations.
5. Oversee preparation of 1099s and compliance with all regulations.

B. Financial records and reports

1. Prepares and presents monthly financial report for the Executive Director and Board of Directors.
2. Prepares program reports as needed for staff use.
3. Analyze profitability of development mailings and special events.
4. Maintains all records, in accordance with generally accepted accounting procedures, as required or needed by the organization.

II. Payroll

Supervises the processing of payroll and payroll tax reports

- A. Ensures that cash is available for payroll.
- B. Reviews payroll entry for proper payment and coding.
- C. Ensures that all payroll filings/tax returns are completed timely and accurately.
- D. Oversee preparation of W-2s.

III. Supervision / Training

- A. Hires, trains, supervises, evaluates and releases (if necessary and in conjunction with the Executive Director) the finance staff
- B. Plan and work with Education Manager to schedule needed HR and OSHA trainings.

IV. Banking / Investments

Caritas of Austin

Job Description

- A. Manage banking relationships to ensure that fees are kept low and that balances are sufficient to carry on the business of the agency.
- B. Establish policies and procedures to help prevent fraudulent activity in the agency's cash accounts.
- C. Ensure that the agency's investment policy is followed while obtaining the highest possible return on investments.

V. Budget

Responsible for the annual budget process, including:

- A. Works with the Board, Executive Director and Management Team to prepare a budget that meets the strategic goals of the agency.
- B. Directs and guides the development of annual organization budget by department and by program and provides support and assistance to agency management in the development of line item budgets.
- C. Provides and reviews quarterly reports for program management, assisting them in understanding and utilizing budgets.
- D. Monitors and recommends budget adjustments as required during the fiscal year.

VI. Grants Development and Management

Responsible for overall financial management of governmental grants:

- A. Provides complete support and assistance in developing all (governmental and philanthropic) grant budgets.
- B. Monitors and recommends revisions to governmental grant budgets as necessary.
- C. Monitors grants to assure expenses are allowable and to assure all grant funds are expended.
- D. Oversees preparation and submission of grant reimbursement requests and monitors payments.
- E. Serves as Caritas liaison to the finance staff at grantors offices as required.

VII. Audit / Tax Return

Responsible for ensuring that Caritas's annual audit is completed in a timely manner and without findings and that tax return is completed accurately and timely.

- A. Coordinates with the auditor/tax preparer as required.
- B. Prepares all audit work papers and assures that all reports and records are in auditable condition.
- C. Assists auditors as required.

VIII. Purchasing / Inventory / Fixed Assets

Ensures that the agency has reasonable and accountable policies and practices in place, and that they are followed for purchasing and accounting, fixed assets and accounting of donations and

- A. Assesses needs for fixed assets items, develops a plan for purchase, replacement and maintenance of agency equipment.
- B. Maintains fixed asset records
- C. Maintains in-kind donation records

IX. IT / Technology

Ensures that agency technology and network is adequate to meet the growing needs of the agency

Caritas of Austin

Job Description

- A. Assesses and plans for agency technology needs (hardware, software, network and internet, phone system and intranet)
- B. Ensures repair and maintenance of agency technology equipment
- C. Ensures that staff are adequately trained on use of agency technology

X. Insurance

Lead staff in making sure that agency insurance needs are taken care of, serves as liaison to insurance broker

- A. Board liability
- B. General liability
- C. Vehicle insurance
- D. Worker's compensation
- E. Employee benefits

XI. Interagency Management / Teamwork

- A. Works as part of the management team and leadership team to provide leadership and ensure that the agency meets its strategic goals.
- B. Serves on the grants team and works cooperatively with other departments to ensure revenue, programs and services are well connected and working in concert with the finance department
- C. Participates in Development special events/fundraising.

XII. Policy Development

- A. Serves on the Finance and Monitoring committee; provides the volunteer leadership with required information to make decisions or ensure accountability; and acts as staff liaison to the committee in the absence of the Executive Director.
- B. Develops, recommends and maintains financial policies in conjunction with the Finance and Monitoring Committee; develops and maintains procedures necessary to implement policies.

Qualifications

EDUCATION & EXPERIENCE

Required: Bachelor's degree in accounting, equivalent or better.

CPA preferred.

Five years experience in non-profit accounting with at least three years of supervisory experience. MIP experience preferred with excellent accounting skills and comprehensive knowledge of acceptable accounting procedures. Facility and IT management preferred.

COMPUTER SKILLS

All Microsoft Office Suite applications, internet research, online timekeeping system.

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication

The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Caritas of Austin

Job Description

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service

The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Spends approximately 1-3 hours per day in meetings.
- Requires working under a moderate to high degree of stress (time constraints; deadlines; multi-tasking high-level projects and issues; complex issues; issues with broad organizational impact; and conflict resolution).
- Sits approximately 6-7 hours per day.
- Minimal travel is required (less than 10%).
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a 40+-hour workweek.



CARITAS OF AUSTIN

Fighting Poverty, Hunger and Homelessness since 1964

Job Description

Job Title:	Information Technology (IT) Specialist
Department:	Housing Services
Reports To:	Associate Director of BSS Plus and Evaluations
FLSA Status:	Exempt

Position Summary

The ITS will provide support to all agency departments – which include departments/programs which are located offsite. Duties included but are not limited to overseeing purchases of computer/IT equipment, ensuring that all computer/IT equipment work properly, provide new hire orientation and on-going training on agency IT processes and computer application, manage various agency databases, manage vendor contracts, etc.

Essential Duties & Responsibilities

- 1. Agency IT Equipment - this includes computers, printers, copiers, phones (cells and landlines), faxes, internet, televisions, servers, and firewall etc.**
 - Maintain inventory of all agency IT equipment.
 - Determine and plan for agency IT equipment needs.
 - Obtain quotes and purchase equipment as needed.
 - Develop and maintain periodic equipment maintenance checks.
 - Ensure all agency IT equipment is running well and that updates and anti-virus software is installed.
 - Coordinate cell phone plans and act as the first line of contact with provider in the event of troubleshooting on behalf of staff who has an agency issued cell phone.
- 2. Agency/Employee Support**
 - Act as the contact person for all IT troubleshooting needs.
 - Check-in with offsite employees weekly to determine IT needs.
 - Develop and implement "New Hire Checklist" and "Employee Termination Checklist" – this should be updated as needed.
 - Must conduct a **face-to-face** "IT New Hire Orientation" on **first day of employment** – the employee will complete the checklist as IT training is completed for each section
 - Ensure all necessary preparations are made prior to the on-boarding of a new employee (computer, email, phone extension/direct line, copier address book, cell phone, etc.)
 - Determine if employee plans to work remotely – set up remote access within first week of employment
 - Assist with SAGE software for the Development and Finance departments
- 3. Communication and Customer Service**
 - Communicate with New Hire's supervisor/dept. head to confirm what was completed prior to first day and also once New Hire Orientation is completed.
 - Communicate immediately with internal customers when a service item is requested – indicate plan for resolution.
 - Communicate ticket resolution.
 - All communication must reflect a sense of urgency, manage expectations for final outcomes.
 - Communicate all scheduled IT updates, installations, etc. to all staff at least 1 week prior to event.
 - In the case of emergency and IT impact was not scheduled – communicate to all staff ASAP.

4. Planning and Technical Support

- Develop and implement a schedule for equipment maintenance, software updates and installations, system and server backup, etc.
- Ensure all computer software updates and installations are scheduled and completed in a timely manner
- Plan and schedule computer and equipment updates, installations, etc. in a manner which will not disrupt agency business
- Develop and implement plan for a designated person to be your backup in your absence – this plan should be updated at least annually
- Create and update as needed a list of all vendors, sites, etc. which require special access – this should include contact person, log on access, and any other information which would be necessary
- Develop and implement “Agency Emergency Plan” - this plan should be updated at least annually
- Participate in agency wide planning and training functions
- Participate in Staff and departmental meetings

5. IT Administrative Function

- Oversee agency supplies ordering
- Inventory and maintain supplies
- Contract oversight – negotiations, scheduling services, ensure our contracts with vendors

6. Finance and Monthly Reporting

- Work directly with each department head in order to determine departmental needs for the fiscal year – then develop annual budget for projected IT needs for the agency
- Complete monthly reporting to supervisor for IT budget expenditures

7. Miscellaneous

- Maintain confidentiality regarding all client / visitor information
- Identify at least 2 professional development opportunities annually

Qualifications

EDUCATION & EXPERIENCE

Bachelor's Degree in related technology area

A+ rating certification, preferred

3-5 years of experience in IM support role

Non-profit experience, preferred

COMPUTER SKILLS

Competencies

- Self-directed and work with minimal supervision
- Attention to detail
- Support internal and external customers with a sense of urgency
- Meet and manage deadlines
- Local travel is required
- Ability to work with diverse populations
- Clear, thorough and detailed communication style – both written and verbal
- Excellent customer service skills, internal and external customer base
- Act as agency liaison with external vendors
- Must possess strong problem-solving skills
- Teach and train employees who may possess varying degrees of computer literacy
- Develop plans for agency in all IM areas to ensure uninterrupted workflow, IM improvements to increase efficiency,
- Manage competing work demands by re-prioritizing throughout the day

- Research new technology and stay up with current trends in order to provide agency with innovative IM direction and improvements
- Develop and implement processes and procedures to improve agency workflow

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

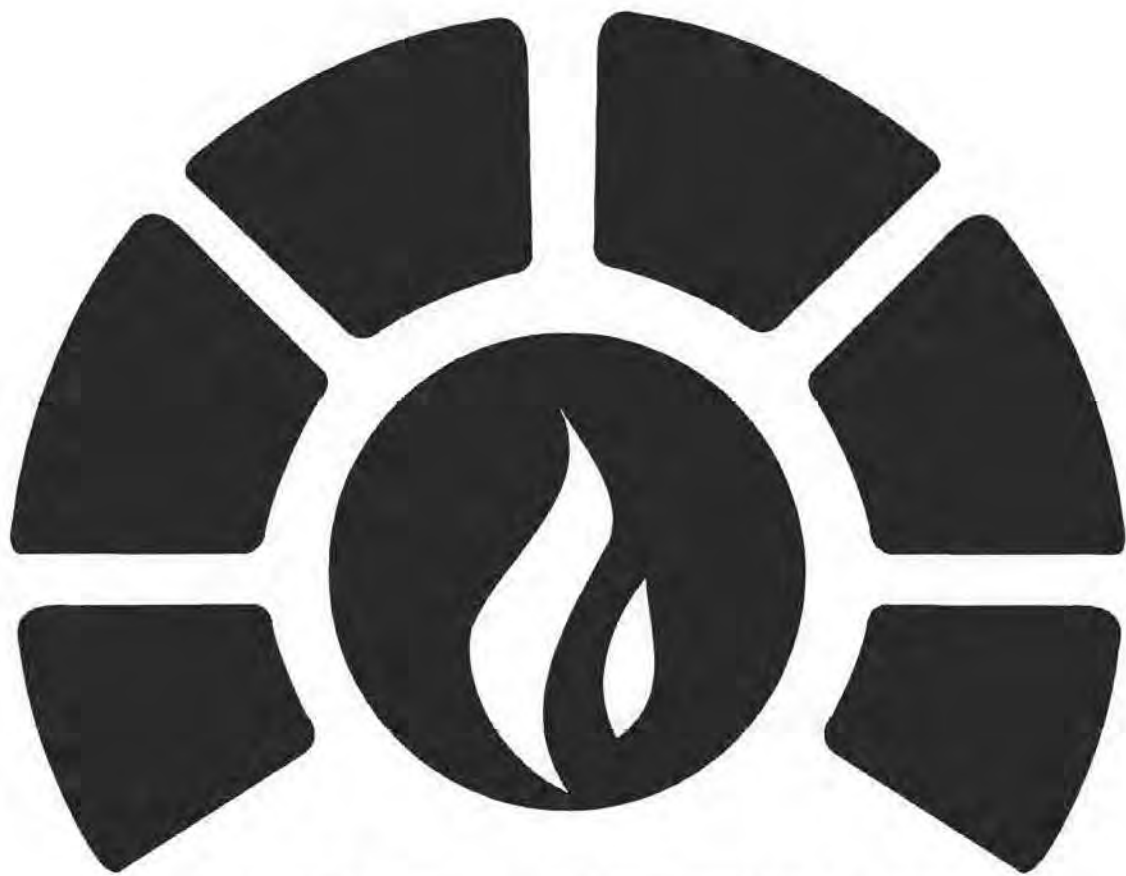
Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a work week of at least 40 hours.

Best Single Source Plus (BSS+)

Section 0650

Program Budget and Narrative



CARITAS

Section 0650
Program Budget and Narrative

Program's Line Item Budget	EARLY CHILDHOOD Amount	YOUTH Amount	ADULTS & FAMILIES Amount	SENIORS & PERSONS WITH DISABILITIES Amount	Amount Funded by ALL OTHER Sources	TOTAL Budget (ALL funding sources)
PERSONNEL						
1. Salaries plus Benefits			\$620,096			
A. Subtotals: PERSONNEL			\$620,096			
OPERATING EXPENSES						
2. General Operating Expenses			\$46,318			
3. Consultants/ Contractuals			\$857,979			
4. Staff Travel - <u>Out of Travis County</u>			\$0.00			
5. Conferences/Seminars - <u>Out of Travis County</u>			\$1,700			
B. Subtotals: OPERATING EXPENSES			\$905,997			
DIRECT ASSISTANCE for PROGRAM CLIENTS						
6. Food/Beverage for Clients			\$0.00			
7. Financial Assistance for Clients			\$1,834,814			
8. Other (<i>specify</i>)			\$0.00			
C. Subtotals: DIRECT ASSISTANCE			\$1,834,814			
CAPITAL OUTLAY (with per Unit Cost over \$5,000/unit)						
9. Capital Outlay			\$0.00			
D. Subtotals: CAPITAL OUTLAY			\$0.00			
TOTALS						
GRAND TOTALS (A + B + C + D)			\$3,360,907			
PERCENT SHARE of Total for Funding Sources:	%	%	100%	%	%	100%

Section 0650 Program Budget and Narrative

Program Subcontractors

SUBCONTRACTOR #1		
Name of Subcontractor	AIDS Services of Austin	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	57 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$50,975.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 50,975.00

SUBCONTRACTOR #2		
Name of Subcontractor	Any Baby Can	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	547 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$102,012.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 102,012.00

SUBCONTRACTOR #3		
Name of Subcontractor	The Arc of the Capital Area	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	210 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 75,280.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 75,280.00

(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)

Section 0650
Program Budget and Narrative

SUBCONTRACTOR #4		
Name of Subcontractor	Catholic Charities of Central Texas	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	204 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$123,540.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 123,540.00

SUBCONTRACTOR #5		
Name of Subcontractor	Family Eldercare	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	204 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$64,879.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 64,879.00

SUBCONTRACTOR #6		
Name of Subcontractor	Foundation for the Homeless	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	219 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 62,815.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 62,815.00

(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)

Section 0650
Program Budget and Narrative

SUBCONTRACTOR #7		
Name of Subcontractor	Front Steps	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	178 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 99,010.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 99,010.00

SUBCONTRACTOR #8		
Name of Subcontractor	Goodwill Industries of Central Texas	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	232 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 99,855.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 99,855.00

SUBCONTRACTOR #9		
Name of Subcontractor	Meals on Wheels and More	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	128 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 55,633.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 55,633.00

(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)

Section 0650
Program Budget and Narrative

SUBCONTRACTOR #10		
Name of Subcontractor	SafePlace	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	140 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 73,680.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 73,680.00

SUBCONTRACTOR #11		
Name of Subcontractor	The Salvation Army	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	225 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 0.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 0.00

SUBCONTRACTOR #12		
Name of Subcontractor	The Wright House Wellness Center	
Term of Subcontract (mm/dd/yyyy)	Start date: 10/1/2015	End date: 9/30/2016
Services to be Subcontracted	Case management, direct client assistance	
Number of Clients to be Served (if applicable)	150 new clients	
Dollar Amounts by Funding Source:		
<u>CITY of AUSTIN amount</u> \$ 50,300.00	<u>ALL OTHER Sources amount</u> \$ 0.00	<u>TOTAL</u> \$ 50,300.00

(If needed for additional subcontracts, copy blocks above to a new page and re-number them accordingly)

Section 0650 Program Budget and Narrative

Program Budget Narrative

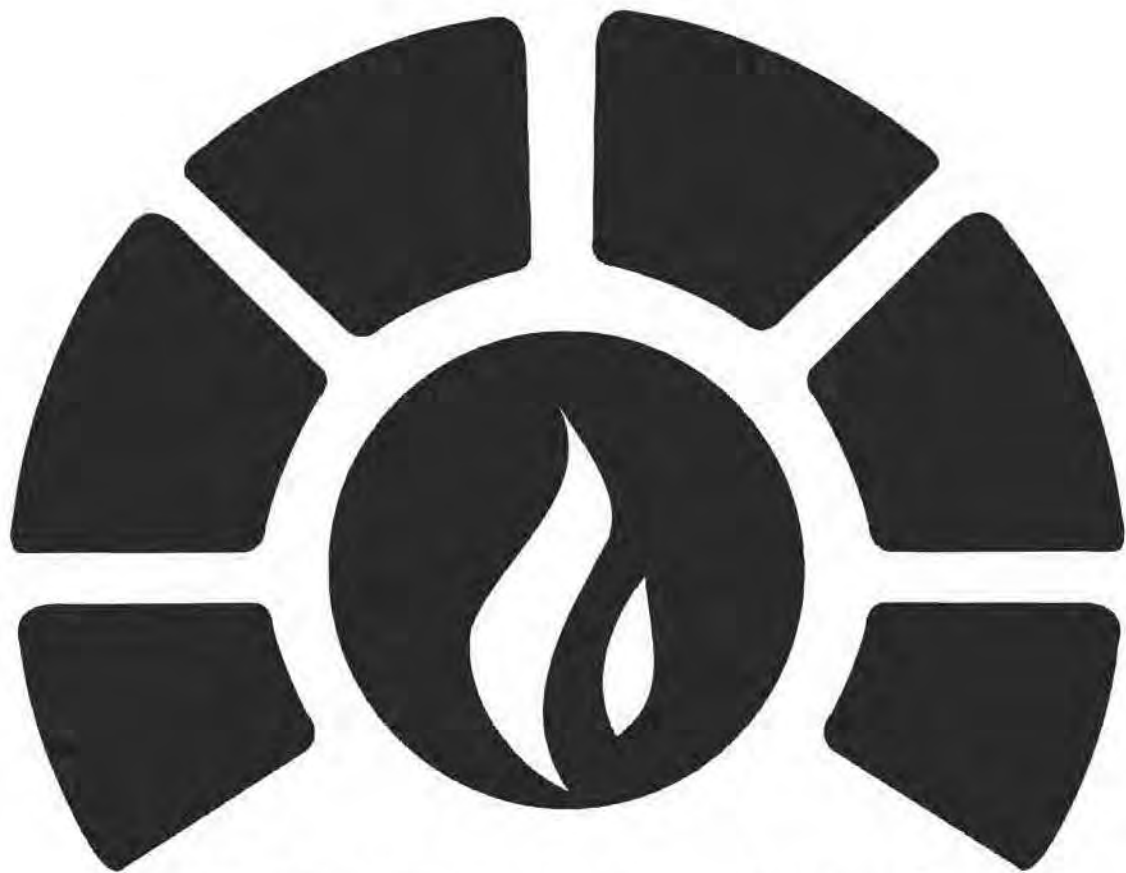
Add details to describe the proposed City expenses from your Program Budget form. Explanations for the "Other Sources" line items are not required.

PERSONNEL	NARRATIVE/ Descriptions
1. Salaries and Benefits	5.50 FTE Case manager & 0.73 Screening and Assessment salaries for Caritas of Austin and 6.58 FTE salaries for Lead Agency administrative personnel, including a fringe rate of 21%
OPERATING EXPENSES	
2. General Operating Expenses	Up to a maximum of \$5,000 per FTE for general operating expenses (GOE) along with mileage reimbursement for travel inside of Austin/Travis County and Homeless Management Information System (HMIS) user licenses and Advanced Reporting Tool (ART) viewer and ADHoc licenses for Lead Agency. Other general operating expenses include; local travel, audit fees, insurance, and overhead expenses allocated to the grant.
3. Consultants/ Contractuals	17.12 FTE Case Manager salaries & fringe, \$5,000 per FTE GOE allowance, staff travel inside of Austin/Travis County, Homeless Management Information System (HMIS) user licenses and Advanced Reporting Tool (ART) viewer licenses for 12 partner agencies Other general operating expenses include; supervisory time, local travel, audit fees, insurance, and overhead expenses allocated to the grant.
4. Staff Travel - <u>OUT of Travis County</u>	
5. Conferences/Seminars/ Training - <u>OUT of Travis County</u>	Bowman Systems Homeless Management Information System (HMIS) Advanced Reporting Tool (ART) training for lead agency staff.
DIRECT ASSISTANCE	
6. Food/Beverage for Clients	
7. Financial Assistance for Clients	Financial Assistance for Clients: rent, mortgage and utility assistance past due and current, deposits, application fees, basic household necessities, food, furniture, identification documents, transportation, employment, small home repairs, moving costs, and other types of assistance as needed.
8. Other Direct Assistance (must specify)	
CAPITAL OUTLAY	
9. <u>Capital Outlay</u> (must specify)	

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Section 0655

Program Funding Summary



CARITAS

Section 0655 Program Funding Summary

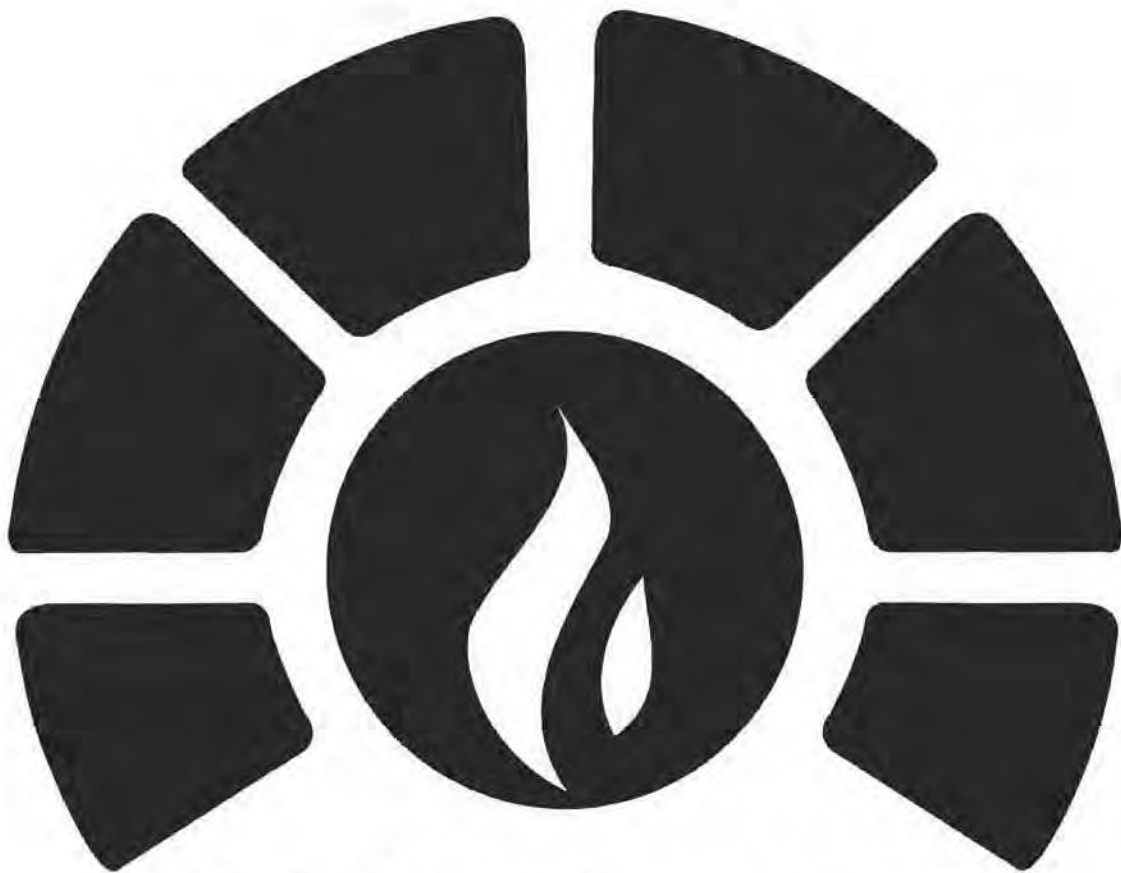
In *last column*, insert the twelve (12) month funding amount for your proposed program into the corresponding cell. Next clearly list all of your other funding sources for this program, with their corresponding program periods and amounts. Also ensure that the Total Program Funding in the bottom right cell is calculated correctly.

Funding Sources	Grant/Contract Name	Funding Period Start (mm/dd/yyyy)	Funding Period End (mm/dd/yyyy)	Funding Amount
City of Austin	Caritas of Austin BSS+ Social Services Contract	10/01/2015	09/30/2016	\$3,360,907
FUNDING AMOUNT TOTAL:				\$3,360,907

Best Single Source Plus (BSS+)

Healthy Services Environment

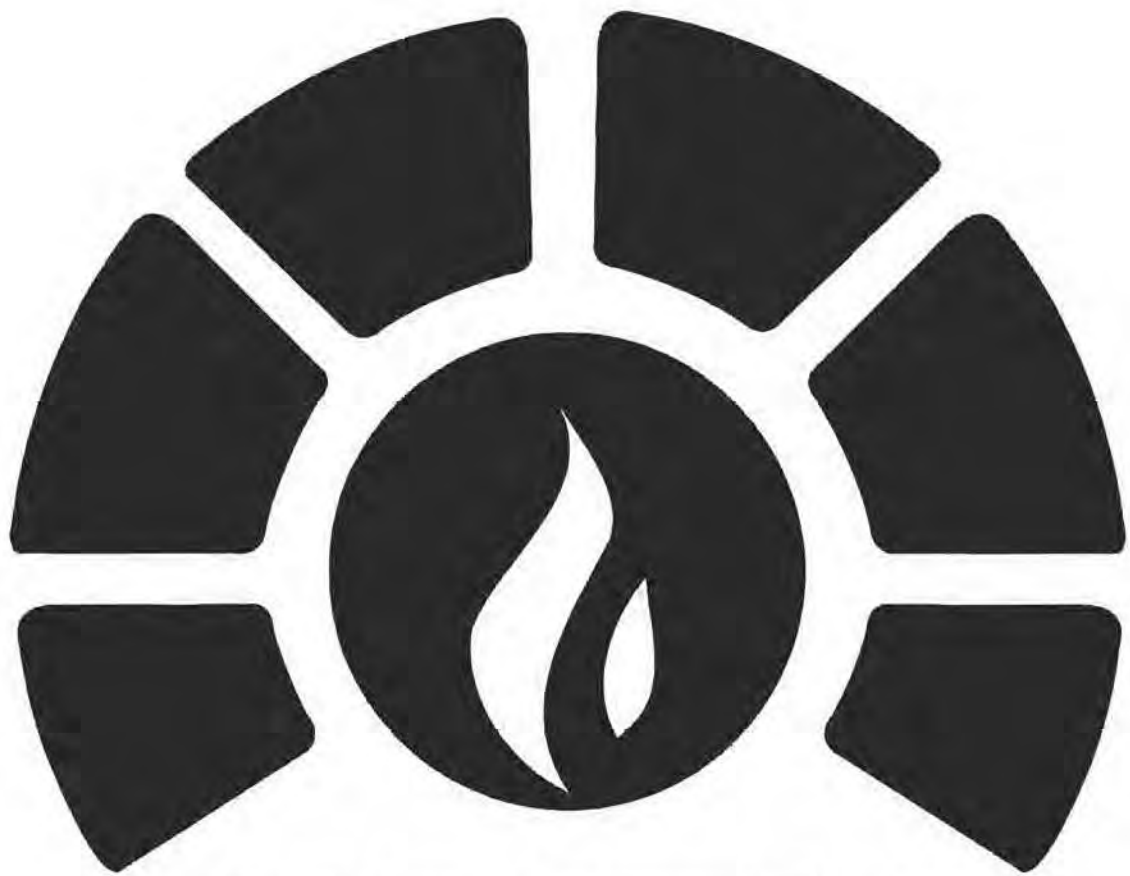
Approved and Signed Policies



CARITAS

Best Single Source Plus (BSS+)

Current Caritas Smoking Policy



CARITAS

Excerpt from Current Employee Handbook

SECTION 8 – SAFE AND HEALTHY WORKING CONDITIONS AND EXPECTATIONS

D. Smoking

Caritas is a smoke-free environment. Smoking in the 611 Neches building is prohibited. Outside the building, smokers must smoke at least 15 feet from entrances. The back area by the pantry, near the recycling containers is a permanent no smoking area. This will be aggressively enforced by Management.

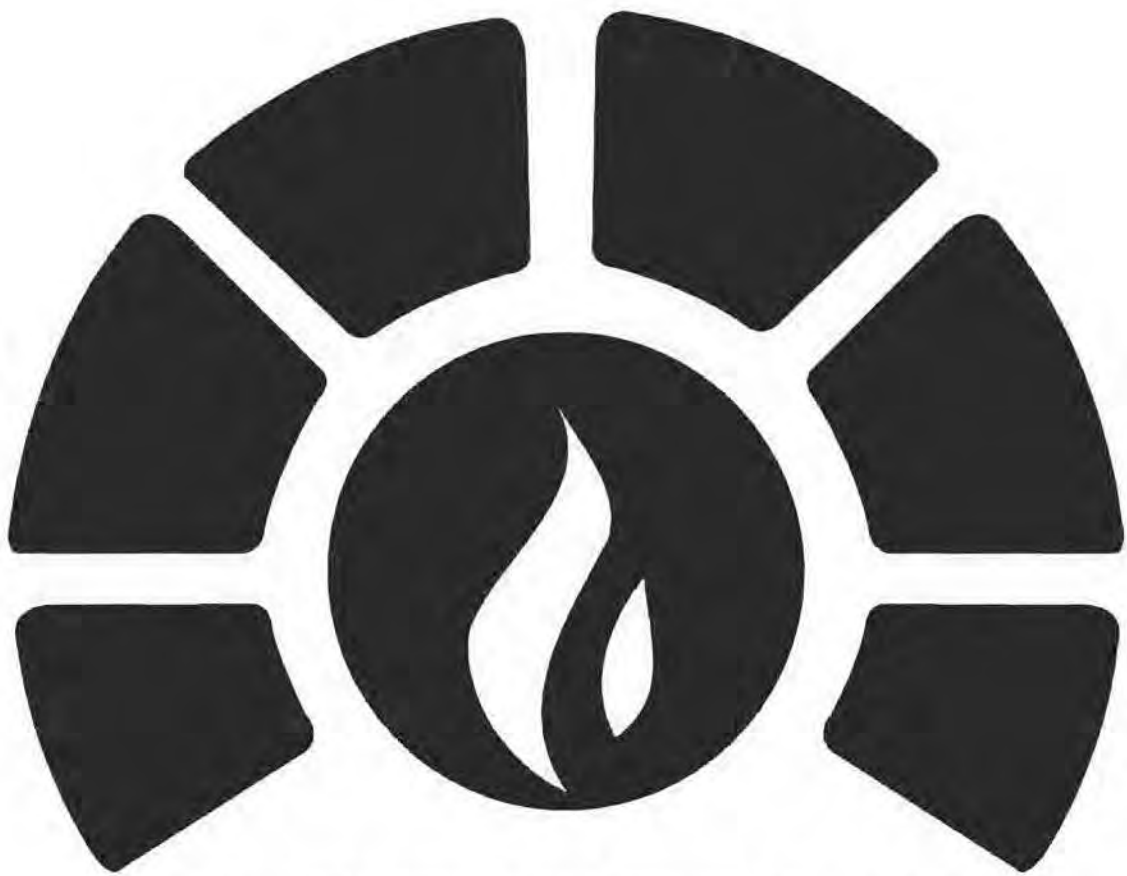
The above policy is the current policy in our current Employee Handbook.

Approved by Executive Director: _____

A handwritten signature in black ink, appearing to be "J. Se", is written over a horizontal line that serves as a signature line.

Best Single Source Plus (BSS+)

Draft Mother-Friendly Workplace Policy



CARITAS



CARITAS OF AUSTIN

Fighting Poverty, Hunger and Homelessness since 1964

Draft **Mother-Friendly Lactation Support Policy** Draft

Overview

Both federal and state law now recognize the importance of providing support in the workplace for mothers who choose to breast-feed their babies. Caritas of Austin (Caritas) recognizes the importance of breastfeeding in regards to maternal and child health. This policy establishes a "Mother-Friendly" employee worksite lactation support program at Caritas in accordance with Texas Health and Safety Code § 165.003. Supervisors are responsible for notifying all employees of this policy.

Purpose

The overwhelming weight of academic and clinical research recognizes the benefits of breast-feeding on the healthy well-being and development of babies. It is our policy that a breastfeeding employee is allowed to express milk during work hours. Caritas will actively promote this desirable goal by establishing a workplace lactation support program for employees who choose to continue breast-feeding after returning to work.

Scope

When an employee requires lactation support, the employee may use her normal meal and compensated break times to express milk. For time needed beyond these usual breaks, the employee may need to use PTO or discuss further options with their manager. Managers will allow work schedule and work pattern flexibility to accommodate a reasonable break time for an employee to express breastmilk for her nursing child, for up to one year after the child's birth.

Policy

Caritas will provide private space, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, for the purpose of expressing breastmilk each time such employee needs to express the milk will be provided. The first floor conference room at 611 Neches Street is an example of a private space that may be used.

Breastfeeding employees have access to nearby clean, safe water for washing hands and rinsing breast pump parts.

Employees may store their expressed milk in their own personal coolers with ice pack or in the shared break room refrigerator space. As with any personal food item, handling and supervision of the expressed milk is the sole responsibility of the employee.

Acknowledgement

I have read and understand Caritas of Austin's **Mother-Friendly Lactation Support Policy**.

Employee Name: _____ Date: _____

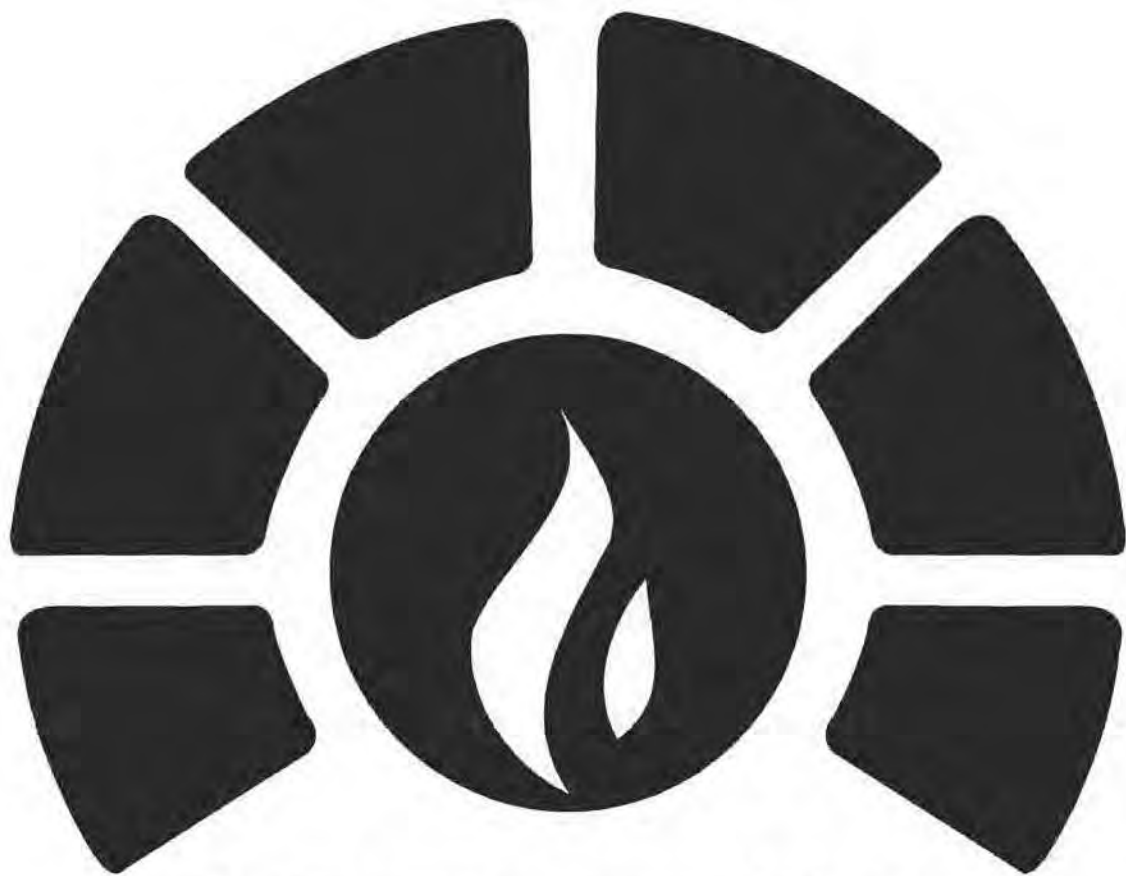
Employee Signature: _____

Human Resources Representative: _____

Caritas of Austin

Best Single Source Plus (BSS+)

Current Safe and Healthy Working Conditions and Expectations Policy



CARITAS

Excerpt from current Employee Handbook

SECTION 8 – SAFE AND HEALTHY WORKING CONDITIONS AND EXPECTATIONS

Caritas of Austin cares about providing a safe, healthy and respectful work environment for all its employees. While procedures are established to create a safe and supportive environment, they are not effective if all staff do not work together to ensure their effectiveness.

A. Safe Workplace Policy

It is the intent of Caritas of Austin to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for clients, volunteers and visitors. Caritas has a no-tolerance guideline for violent acts or threats.

1. Threats

Caritas of Austin expect all employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional or veiled threat of harm to any employee, guest or Caritas of Austin property is considered acceptable behavior. Any employee who commits or threatens to commit a violent act against any person while on Caritas property or off site and on Caritas of Austin business, is subject to immediate discharge.

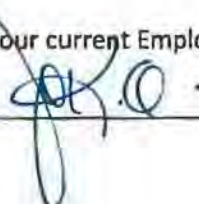
Employees within Caritas share the responsibility in identification and alleviation of threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, must immediately report this information to their supervisor or a member of management. Employees should assume that every threat is serious. If you as an individual feel threatened and need protection immediately, call the police at 9-1-1, and alert any supervisor to assist you. You may also alert the security guard onsite by calling the receptionist who will contact the security guard. For threats that are not imminent, report the situation to a supervisor. Any threat reported to a supervisor should be brought to the attention of the Executive Director who will carefully investigate all reports. Employee confidentiality will be maintained to the fullest extent possible.

2. Weapons

Caritas of Austin expressly forbids the possession of weapons of any type on Caritas property. Caritas property includes, but is not limited to, all Caritas of Austin facilities, vehicles and equipment, whether leased or owned by Caritas of Austin. In addition, weapons in employee-owned vehicles for which Caritas has paid the parking are strictly forbidden. The possession of weapons on Caritas property may be cause for discipline including immediate termination of employment. In enforcing this guideline, Caritas reserves the right to request inspections of any employee and their personal effects, including personal vehicles while on Caritas premises. Any employee who refuses to allow inspection will be subject to disciplinary action up to and including termination. All Caritas of Austin employees share the responsibility of identifying violators of this policy. An employee who witnesses or suspects another individual of violating this guideline should immediately report this information to their on-site supervisor.

The above policy is the current policy in our current Employee Handbook.

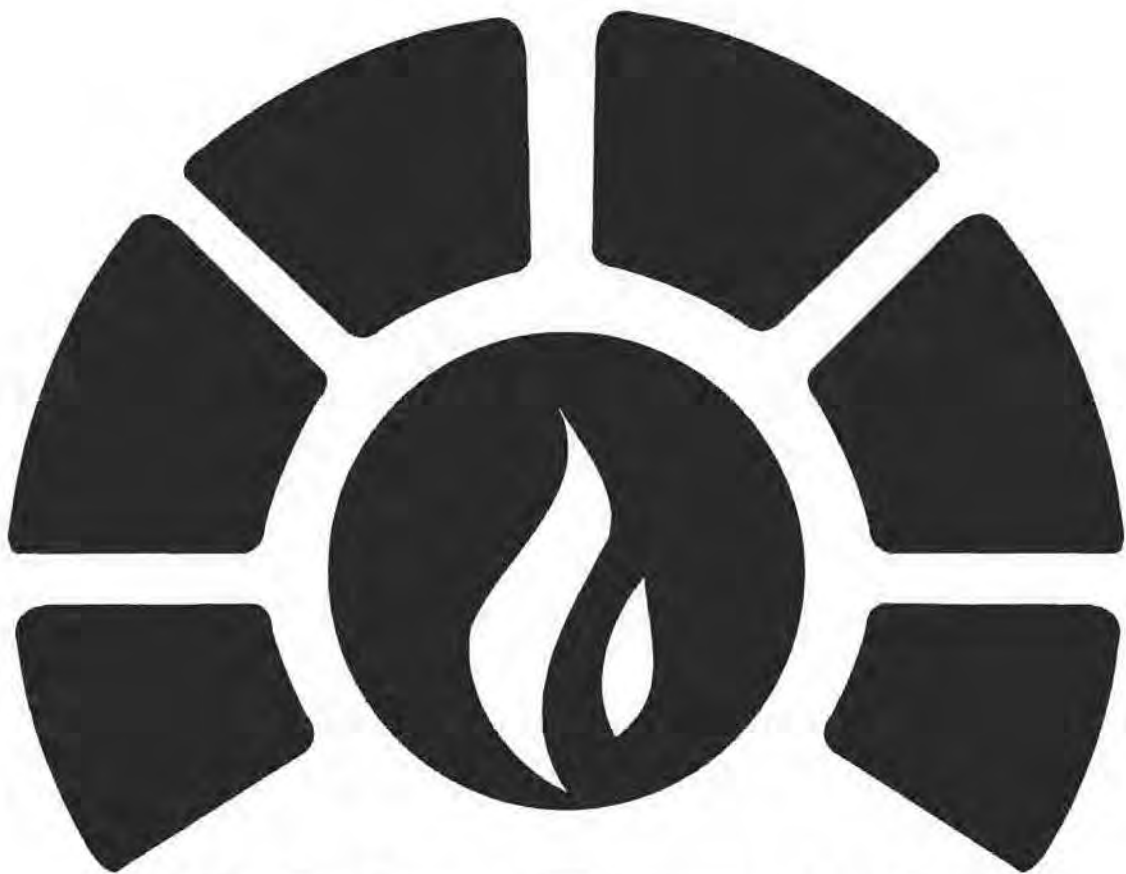
Approved by Executive Director: _____



Caritas of Austin

Best Single Source Plus (BSS+)

Section 0835—Non-Resident Bidder Provisions



CARITAS

Section 0835: Non-Resident Bidder Provisions

Company Name Caritas of Austin

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Resident Bidder

(1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: Does not apply Which State: Does not apply

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: Does not apply



TO: Veronica Lara, Director
Department of Small and Minority Business Resources

FROM: Erin D'Vincent, Senior Buyer

DATE: January 15, 2014

SUBJECT: Request for Determination of Goals for Solicitation No. EAD0116

Project Name: Self Sufficiency Social Services

Commodity

Code(s): 95243

Estimated Value: \$16,000,000

Below are scopes of work for this project as determined by the Purchasing Office and Department that are contained in this solicitation.

The Departmental Point of Contact is: Robert Kingham

at Phone: 972-5026

Per paragraph 8.2.1 of the Rules Governing the Minority and Women Owned Business Enterprise Procurement Program, please determine the use of goals by completing and returning the below endorsement. If you have questions, please call me at 972-4017

☐ **Approved w/ Goals**

☒ **Approved, w/out Goals**

Recommend the use of the following goals based on the below reasons:

a. Goals: ☐ % MBE ☐ % WBE

b. Subgoals ☐ % African American ☐ % Hispanic

☐ % Native/Asian American ☐ % WBE

This determination is based on the following reasons:

Insufficient scopes of work.

Veronica Lara, Director

Date:

1-21-14

cc: Lorena Resendiz